



GRI 102-14

I welcome you to our Sustainability Report for fiscal year 2022, which not only represents a commitment to our stakeholders, but also the leadership we represent as a Firm in sustainability.

At PwC Colombia we recognize that we face increasingly volatile and complex environments derived from the high level of uncertainty that surrounds us today. Therefore, our purpose of building trust in society and solving important problems is stronger than ever.

During this fiscal year, we continued to work on our global strategy The New Equation, which consists of finding solutions to help our clients cope with technological disruption, climate change and fractured and complex geopolitics as a requirement for business sustainability.

We also continue to make a difference through our One Firm strategy, which guides our responsible and transparent behavior as part of PwC's global network, doing the right thing and being agents of change.

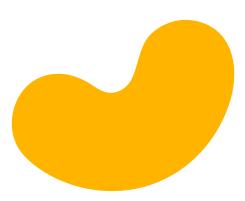
One of the keys to living our purpose is to **act with integrity,** in accordance with our values and culture. As part of this exercise, for the past four years we have been presenting our Annual Sustainability Report, with which we seek transparent and integral communication with our stakeholders. In addition, we ensure that we comply with current regulations and constantly

update our policies and processes of the Self-Control and Integral Risk Management System for Money Laundering, Financing of Terrorism and Proliferation of Weapons of Mass Destruction (SAGRILAFT, for its acronym in Spanish).

At PwC we work to **make a difference**, always seeking to offer a professional experience that provides solutions and confidence to our clients, as indicated by the Client Loyalty Index, which positioned us with a rating of 9,1 out of 10. We also obtained the World Tax and World TP (Transfer Pricing) recognition, where we were in the best level (Tier 1) as a leading firm in tax services and transfer pricing globally.

None of the above would have been possible without **the outstanding work of our people**, who are our main success factor. I am pleased to mention that 94% of our employees are proud to belong to the Firm, according to our fiscal year 2022 Global People Survey (GPS).

In line with the importance of the people who make up our team, every year we enrich our professional strengthening programs, this year we created the School of Leadership Training, contributing to the growth of our employees through the development of their skills and opportunities for career advancement.



At the Firm we are interested in and understand the importance of sustainable development and not compromising the future needs of people. For this reason, we have 4 strategic axes of Corporate Sustainability: community, responsible business, diversity and inclusion, and environment, which are focused on creating inclusive solutions, closing skills gaps for the most vulnerable communities, reducing our environmental footprint by 2030, and creating a sustainable future.

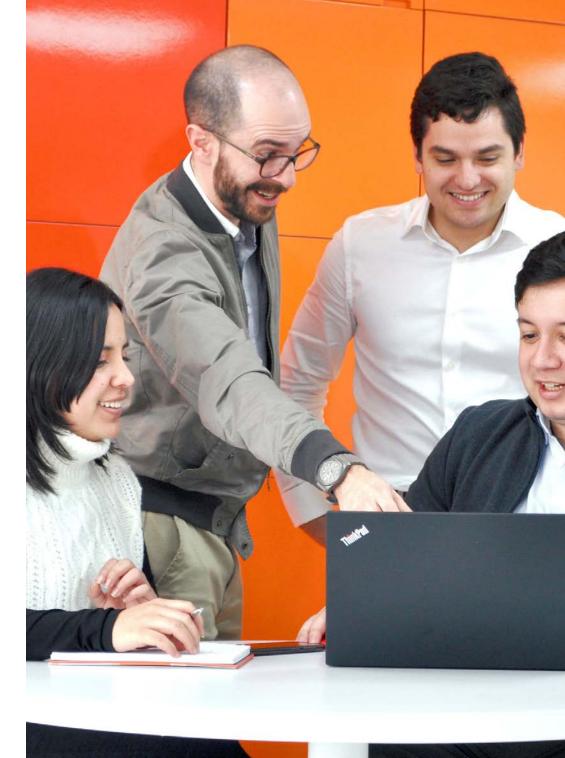
In line with the above, I am pleased to share that we are signatories of the United Nations Global Compact since 2002. In addition, thanks to our One Firm strategy, we frame our operations within the 2030 Sustainable Development Goals, integrating ESG thinking (environment, society and government) in the way we work, transforming the way we do business and positively impacting the way we do business.

I would like to thank the 281 employees who participated as volunteers in our Corporate Sustainability programs, which benefited 1.345 people and 4 social organizations.

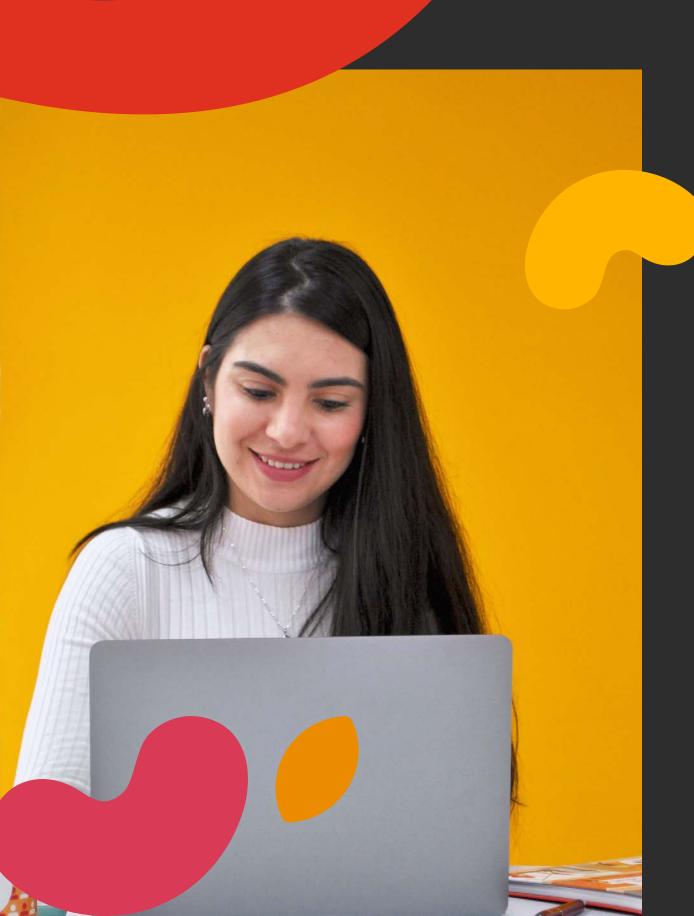
Our interest in reducing our environmental impact and carbon footprint, we developed through our Net Zero 2030 commitment, the decarbonization plan, the Environmental Management System, the evaluation and mitigation of the inadequate use of natural resources and environmental campaigns. Thanks to this, we managed to reduce the tons emitted of carbon dioxide (CO2) by 88%, compared to fiscal year 2019 (base year).

Finally, I am proud to share with you that this Sustainability Report is based on the new version of the GRI 2021 standard and the new Dual Materiality methodology, reaffirming our commitment to be at the forefront, always **reimagining what is possible.**

All my gratitude to the people who are part of PwC Colombia, whose passion, knowledge and commitment make possible the quality and value of the services we provide. Thanks also to all our stakeholders, with whom we work daily to create value in society and positively impact the world around us. We will remain committed to sustainable and profitable growth for PwC Colombia, our clients and the country.







Acknowledgments

The construction of this report has been done collectively. We would like to thank the following people from the PwC Colombia team:

Project management, writing and editing

Corporate Sustainability Team
Sustainability and Climate Change Team

Proofreading and editing

Ricardo Leo Alfisz de Moya, Text Processing

Design and layout

Digital Marketing & Brand Team

Special thanks to all the people in administration who contributed to providing information for this report and to our photo contest winners:

Laura Rodríguez, Advisory Alejandra Acosta, Assurance Sonia Derly Gómez, TLS

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About us

Global PwC:

Our purpose at PwC is to build trust in society and solve important problems. We are a network of firms present in 156 countries and with more than 295.000 professionals committed to offering services of the highest quality through collaborative work and innovation.

PwC Colombia:

GRI 2-1

PricewaterhouseCoopers (PwC) arrived in Colombia in 1947 and since our arrival we have been committed to the business and financial development of our clients, for whom we have become their best allies. We have a presence in four cities, covering different regions of the country, from which we operate through five legally constituted companies in the country:

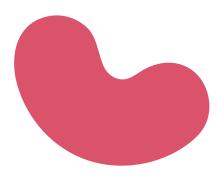
- PricewaterhouseCoopers Asesores Gerenciales S.A.S.
- PricewaterhouseCoopers S.A.S.
- PwC Contadores y Auditores S.A.S.
- PricewaterhouseCoopers Servicios Legales y Tributarios S.A.S.
- PricewaterhouseCoopers Information Services S.A.S.





From our different locations, we seek to offer a wide range of professional services that help our clients solve complex, dynamic and multidimensional challenges and problems. Our main lines of service are:

GRI 2-6



Tax and Legal:

Tax services:

- Tax advice and compliance
- Tax accounting
- Tax disputes
- Transfer prices

Legal services:

- Legal advice
- Labour, commercial, corporate and contractual advice
- Migration advice
- Family strategy unit
- International trade & customs

Audit and assurance

- External audit and tax audit
- Special audits
- Risk Assurance Services
- Capital Market

Mergers, acquisitions and project structuring

- Transactions
- Ratings
- Corporate finance
- Business recovery
- Infrastructure and project structuring

Consultancy

Risks:

- Forensic services and fraud prevention
- Risks and actuarial
- Sustainability and climate change
- Internal audit and control services

Technology:

- Digital transformation
- Cybersecurity and privacy
- Business agility and innovation
- Organizational resilience

Business strategy:

- Intelligent-Process-Automation
- Human resources transformations
- Performance improvement
- Supply chain
- Strategy
- Fixed asset management
- Merger, acquisitions and project structuring
- Project management

Industry Focused Solutions

Outsourcing

Public sector:

- Financial processes
- Administrative processes
- Management and monitoring
- Accounting regulatory frameworks
- Digital solutions

Private sector:

- Accounting outsourcing
- Administrative and financial management
- Payroll outsourcing
- Staff Administration
- Digital solutions

Knowledge and experience center

- Inhouse or custom programs
- Knowledge club
- Diplomas, courses, seminars and workshops
- International certifications
- Accounting, financial and tax community

One Firm - One LoS

The One Firm strategy, which is based on 5 strategic cores that focus our efforts and guide our actions as part of PwC's global network, aims to maintain our position as a leading professional services firm in the world market.



Acting in anticipation of market changes to respond effectively, making efficient and cost-effective use of all resources to achieve sustainable results.



Risk and Quality

Ensure compliance with the quality, independence and risk requirements established by the PwC Global Network and ensure the maintenance of integrated management systems.



Corporate Sustainability

Consider the environmental, social and governance (ESG) aspects when carrying out any of the Firm's activities.



Tech + Innovation and Operational Excellence

Develop and leverage technology and innovation to improve productivity in the delivery of all professional services and in the internal management of the Firm.



People

Attract, retain and develop our human capital through the improvement of their competencies, according to the needs of the market and the changes generated by the environment.



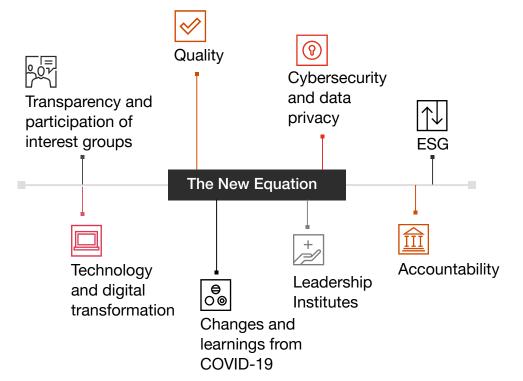
"

To thrive and prepare for the future, organizations must drive confidence and deliver sustained results. By pooling our capabilities and combining them with our commitment to continuous quality improvement, we can help them achieve this. At the same time, we will help clients create value for their shareholders, their people and society at large.

Bob Moritz, PwC Global Chairman.

The New Equation:

It is the Global Network's new strategy, which addresses the major challenges shaping today's world, including technological disruption, climate change, fractured geopolitics, social tension and the ongoing needs facing organizations. In the face of these issues, PwC has two fundamental objectives: to build trust and generate sustained, long-term results that make a difference.



Corporate Sustainability Strategy (SC, for its acronym in Spanish)

Our strategy is framed within the guidelines of the Global Network, our corporate values and the Sustainable Development Goals 2030, committing ourselves, through responsible and transparent behavior, to generate a positive impact on the communities, which is environmentally sustainable.

Likewise, we have a commitment as individuals and as a Firm that allows us to generate an integral leadership, making a difference with the community and the environment. Our CS strategy revolves around four fundamental axes: environment, responsible business, community, and diversity and inclusion. Our activities, initiatives, programs and projects in each of these areas responded to the strategic objectives of the Global Network: to be agents of change and to do the right thing.



Sustainable Development Goals (SDGs)

	Act with integrity	Make a difference	
	Responsible Businesses	Inclusion and Diversity	
Reimagine the possible	We have a relevant voice, especially in our ethics and integrity, as well as the standards we keep in the market.	We create a diverse space that appreciate the differences and potentiates the best talent.	Care
Reimagine	Environment	Community	O
	We satisfy the new and ever growing expectations of our stakeholders in regard to our environmental behavior.	We create shared value between PwC Talent and the community we're in, accomplishing our mark promise.	
	Work t	ogether	

Global PwC Network Ambitions



Affiliations: GRI 2-28

As a Firm, we recognize that strategic relationships and the creation of spaces for socialization allow us to know and provide solutions to the needs of our clients and other stakeholders. For this reason, over the years we have been interested in being part of organizations and associations that share our values and that aim to contribute to the construction of a sustainable world.

During FY22, our main affiliations with national and international entities were as follows:



AMCHAM

Chamber of Commerce of: Bogotá - Cali - Barranquilla -Medellín.



BritCham

British Colombian Chamber.



CCI France

French-Colombian Chamber.



Holland House

Dutch-Colombian Chamber.



CEA

Council of American Enterprises



ANDI

(Access to all the branches) - National Businessmen's Association of Colombia.



ACRIP

Human Management Association.



Fintech

Colombian Association of technology and financial innovation companies. CxOforum.



ICDT

Instituto Colombiano de Derecho Tributario.



IIA

Instituto de Auditores Internos de Colombia.



Colcapital

Association of Private Equity Funds.



Asocolcanna

Asociación Colombiana de Cannabis.



INCP

Invest Pacific

Instituto Nacional de

Contadores Públicos.

Investment Promotion Agency in the Colombian Pacific

Executive Summary

Corporate Governance

Our purpose is to generate confidence in society and solve important problems.

Our Code of Conduct establishes a framework of reference on the shared values of those of us who are part of PwC.

We also have a specific Code of Conduct for third parties, which defines minimum standards of integrity and business conduct.

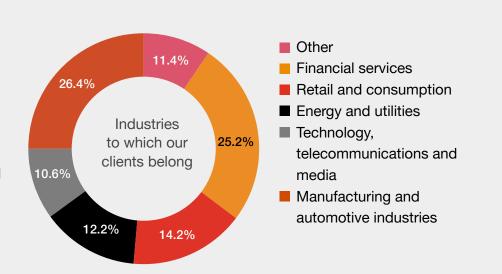


On a monthly basis, the Country Leadership Team (CLT) meets to discuss and evaluate metrics related to the Firm's strategic issues.



Members show 94% compliance in mandatory courses on sustainable development.

Our clients' participation by industry Industries to which our clients belong



Trust, Integrity and Transparency

Our values



We act with integrity



We make a difference



We care



We work together



the possible



We do **5.697 CDD** (Customer Due Diligence)

100% of our partners and collaborators are trained in anti-corruption issues and procedures.

We have been a signatory of the United Nations Global Compact since 2002, and we align our management to contribute to the fulfillment of the Sustainable Development Goals.

We have the PwC Global Human Rights Statement, which reaffirms our commitment to respect Human Rights as an essential part of our daily operations and business relationships.

We have an **Ethics and Labor** Coexistence Committee that encourages our employees to report any conduct that deviates from our values and behaviors.

There were no cases of corruption related to our Firm or our collaborators.

Laws and regulations

In the last 3 years, there have been no cases of non-compliance with laws and regulations.

We published **80** articles or opinion columns related to the country's legal and business news.

Our commitments to our environment, as well as to compliance with laws and regulations, are reflected in the Firm's policies, guidelines and directives.

Excellence and quality of service



Through our Integrated **Management System** for Occupational Health and Safety, Environment and Quality (SIG-HSEQ), we anticipate, evaluate and control possible impacts on our employees, the environment and customer satisfaction.



We were recognized by World TP and World Tax as one of the best firms in the world in the provision of tax and transfer pricing services.



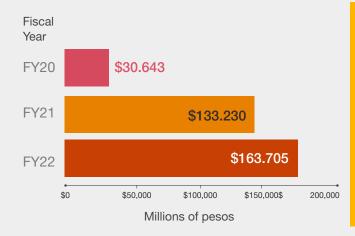
We achieved a score of 9,1/10 in our Client **Loyalty Index,** indicating a high probability that our clients will recommend and/or use our services again.



We were named the world's leading ESG service provider by Verdantix.

Innovation and digital transformation

Investment in digital transformation



15.131 hours

of our employees' time were invested in digital training.

A total of 507 people

benefited from our innovation and digital transformation programs aimed at the following communities.

We implemented the **Digital Ecosystem** podcast.

Information security and cybersecurity



We implemented the **Network Data Protection** program to comply with industry standards and international best practices in information protection.



We have 13 cybersecurity and privacy services that we offer from our consulting line.



During FY we had an increase in demand for cybersecurity services by **29%.**



There were **no** substantiated claims of privacy violations, leaks, theft or loss of data from any third party.



We have an 86% compliance rate in our information security training program.



Social Development



Through the volunteerism of 294 professionals, we were able to benefit **1.345 people** with our corporate sustainability programs.

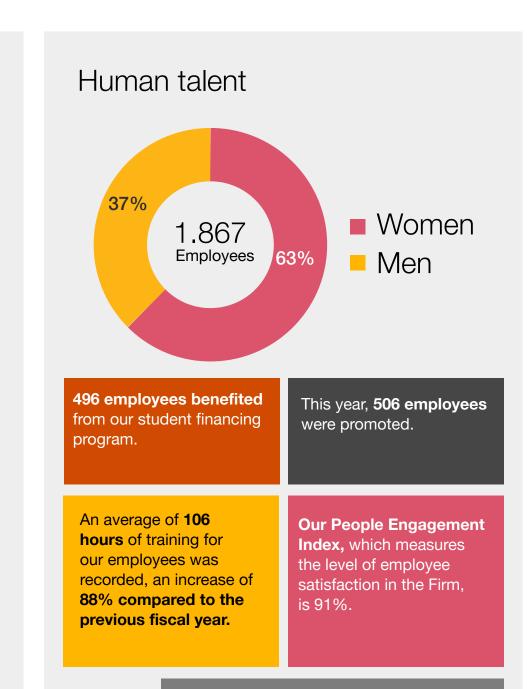


We trained 1.095 children and young people in the country in financial and digital skills through our Access Your Potential program.



76%

of our suppliers are local.



We have a **Diversity and Inclusion** Committee, whose objective is to

with diversity.

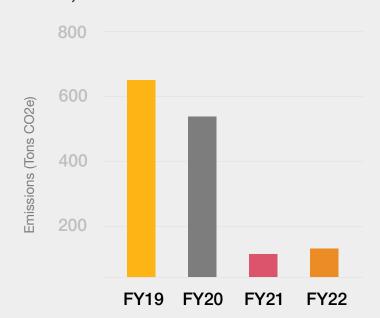
promote inclusive practices, open safe environments and plan activities aligned

Environmental performance and climate change



Net Zero 2030: We have a global commitment to reduce our carbon footprint to net zero emissions by 2030.

In FY22, we emitted 78.9 tons of CO2e.





This year we participated in the Green Race, with 100 of our collaborators. Three trees were planted for each participant.



We currently offset 100% of emissions from air travel and energy consumption.

About this report

GRI 2-2; 2-3

13

The PwC Colombia 2022 Annual Sustainability Report has been prepared in accordance with the GRI 2021 Standard, based on the Firm's material information. This report responds to PwC's commitment to greater transparency and clarity of information, due to which in it we share the history and results of what we did as a Firm for our employees, our clients, society, the environment and our different stakeholders, during the period between July 1, 2021, and June 30, 2022 (fiscal year 22 or FY22).

All data, statistics and information presented correspond to the operations carried out by PwC Colombia under its five corporate names. During this period there were no mergers, acquisitions or disposals affecting the entities. Likewise, the material issues were evaluated equally, regardless of the corporate name.



We are committed to listening to and understanding the views of our stakeholders, so we invite you to share your views on the report, as well as any aspect of our sustainable performance, with us.

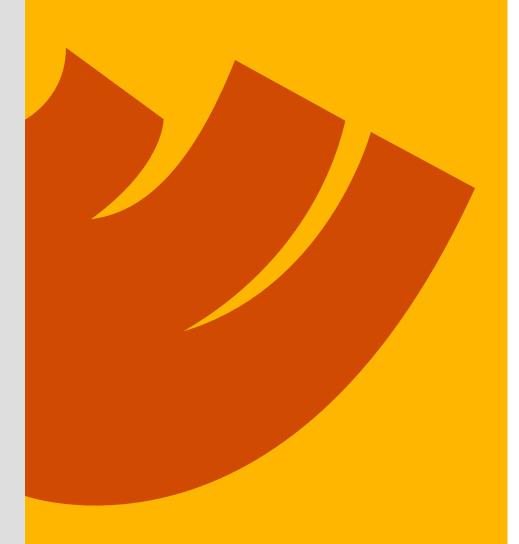
Contact: PwC Colombia Corporate Sustainability Team. Email: co_sostenibilidad_corporativa@pwc.com.



How do we engage our stakeholders?

GRI 2-29

The identification of our stakeholders was based on a documentary review of past materiality studies, local and global internal policies, risk and opportunity matrices in force in our organization and the applicable ESG regulations.



We identified 10 stakeholders

Our success would not be possible without the trust and participation of groups or individuals related to our strategic development, so we have focused our efforts on maintaining a constant and fluid relationship and generating long-term relationships with our stakeholders, whose priorities, needs and expectations we use to evaluate and improve our strategy and value proposition.



Collaborators



Suppliers and contractors



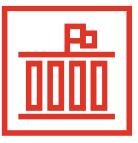
Clients



Society/ communities



Senior management and partners



Regulatory agencies



Global Network PwC



Chambers and associations



Media and communications



Competitors



Frequency conventions

Annual frequency Monthly or bimonthly frequency Periodic frequency Permanent frequency

Stakeholder		Purpose of the relationship	Communication channels	Frequency	Key monitoring indicator
	Collaborators	To promote the attraction and retention of the best talent, as well as spaces that promote the quality of life, development, social responsibility and productivity of	GPS (Global People Survey)		
			Induction		
			Coaching processes		GPS (Global People Survey)
			Training		Other indicators
<u> </u>		our employees.	Digital communications		
			Events		
्राची ।	Suppliers and contractors	Strengthen the management of suppliers and contractors, and promote anti-corruption, ethical and safety practices in our supply chain.	Meetings		Indicator to be defined
			Digital communications		Environmental performance and climate
<u>č</u>			Telephone communication		change Trust, integrity and transparency
	Clients	To offer results of the highest quality that respond to the needs and expectations of our clients, as well as to promote the adoption of ethical and transparent practices and the dissemination of knowledge.	Satisfaction surveys	•	
			Industry events and conferences		
			(face-to-face and virtual)		
			Committees and working groups	•	Client Loyalty Index (CLI)
			Web pages		Cheffit Loyalty mack (CL)
			Press releases		
			Publications		
			Telephone contact	•	
	Society/ communities	Strengthen community capacity building and environmental protection through sustainable and responsible practices.	Corporate volunteer events		
			Participation in Boards of		Beneficiaries of programs corporate sustainability
			Directors of social organizations		Other social indicators
			Digital communications Web page		
			Satisfaction surveys		Other environmental indicators
	Senior management and partners	To create sustainable economic value, within a framework that promotes the adoption of the best social, environmental and governance (ESG) strategies and practices.			
			Digital communications		Economic performance indicators Corporate governance indicators
لحم			CLT (Colombian Leadership Training)	•	Environmental performance indicators

Frequency conventions

Annual frequency Monthly or bimonthly frequency Periodic frequency Permanent frequency

	stakeholder	Purpose of the relationship	Communication channels	Frequency	Key monitoring indicator
	Regulatory agencies	Contribute to the promotion of anti-corruption, ethical and corporate governance practices, the strengthening of human rights and the fight against climate change.	Periodic reports Response to formal requirements Audits Web page		Contribution to the strengthening of laws and regulations
	Global Network PwC	Strengthen our presence in the market, through knowledge management in the Global Network.	Clusters by industry Clusters by business lines and special projects		Indicator to be defined For more information see chapters of: Laws and regulations Excellence and quality of service
	Chambers and associations	Contribute to the development of public policies that benefit society and share our knowledge on topics in which we are experts.	Participation in forums Participation in Boards of Directors of chambers and associations Participation in committees of chambers and associations Digital communications Worktables Events		Participation in chambers and associations
	Media and communications	Share topics of interest to the industries and disseminate relationship strategies with all stakeholders.	Press releases Website (PwC Times) Interviews Events Social media		Social Media Reach
9 00	Competitors	Promote the adoption of best practices and position ourselves as a reference in the market.	Events Web page Social media Sustainability Report		Indicator to be defined

Our double Materiality processes

GRI 2-14; 3-1; 3-2

The contents of this report are based on the Double Materiality analysis conducted in 2022. From this analysis, we were able to measure the impact of our business on society and the environment, and the risks and opportunities of the environment on our ability to generate economic value. As a result of this process, we identify the material issues¹ for the Firm and our stakeholders, which allows us to allocate the necessary time, resources and investment to the activities where we can have the greatest impact.

What is double materiality?

There are two main concepts for thinking about materiality, which together form the concept of "double materiality":

- Financial materiality (outside-inside view): information related to the impacts of the environment on the organization's economic value creation (PwC).
- Impact materiality (inside-outside view): information on the impacts of the organization (PwC) on the environment and society.

*In previous materiality exercises, only impact materiality was taken into account.

Adapted from: Global Reporting Initiative -GRI (2022). The materiality madness: why definitions matter.



¹The material issues represent the organization's most significant impacts on the economy, the environment and people, including impacts on their human rights, which in turn may indicate its contribution (negative or positive) to sustainable development (GRI, 2021, p.28).

This process was carried out in five stages²:



We identified the impacts that, as a Firm, we generate on our environment, as well as the impacts that the environment generates on our business strategy, finances and reputation. From this exercise, we built an initial list of impacts.



We generated spaces for interaction with our stakeholders (focus groups, interviews and surveys), through which we achieved a better understanding of the impacts identified. With this, we validated the initial list we built, obtaining a consolidated list of 64 impacts.



We carried out a **classification** process of the new list of impacts, which we grouped into 14 categories representing the potentially material issues for PwC Colombia.



In line with the concept of double materiality, the Lead Partner of PwC Colombia and the partners of the Firm performed a final validation of the proposed issues and prioritized the relevance of each one of them. With this prioritization, the issues were placed in our materiality matrix, identifying nine issues located in the upper right-hand side as the most relevant for our Firm.





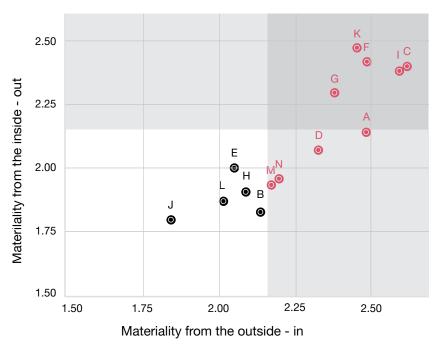
The partners of the Firm approved the results obtained, resulting in the following material issues:

- Economic performance
- Trust, integrity and transparency
- Laws and regulations
- Information security and cybersecurity
- Innovation and digital transformation
- Service excellence and quality
- Human talent
- Environmental performance
- Climate exchange

² For more information, we invite you to read the details of our <u>Double Materiality</u> process here.

Double materiality matrix:

Our most important topics





What changes have been made with respect to the material issues of the previous fiscal year?

GRI 3-2b

While the content of the material topics is mostly maintained with respect to the previous fiscal year, for fiscal year 2022 several material topics were redefined taking into account the double materiality exercise.

In particular, the FY21 material topics of "Talent Attraction and Retention", "Talent Development" and "Occupational Health and Safety" were grouped for FY22 under the material topic "Human Talent". We identified four new material topics: "Economic Performance", "Law and Regulation", "Environmental Development" and "Climate Change", in view of their growing relevance for our environment and business continuity.



Our contribution to the Sustainable Development Goals (SDGs)

The United Nations adopted the SDGs in September 2015, with the aim of ending poverty, fighting inequality and injustice, and tackling climate change by 2030.

As signatories of the United Nations Global Compact, to which we have been part of since 2002, we are aware that, as the world moves forward, we face situations that demand more sustainable and rational responses. For this reason, at PwC we reinforce our commitment to the SDGs, focusing on those that are most relevant for our Firm and for our stakeholders. Through an analysis of our management³, we were able to identify 10 SDGs and 28 goals to which we contribute through our work with clients, our own operations and in collaboration with allies.

By sharing our efforts to achieve the SDGs, we are also working to encourage more responsible practices in our sphere of influence (customers, suppliers, partners and other stakeholders).

Chapter	SDG	SDG Goals	Chapter	SDG	SDG Goals	
Corporate Governance	5 CENNER TO THE STRONG RETITIVINGS	5.5, 16.6, 16.7	Information Security and Cybersecurity	16 FACE AND AUSTICE STRONG SCHIUTIONS	16.3, 16.10	
Trust, Integrity and Transparency	16 PLACE AND AUSTRICE STREAM OF STRE	16.3, 16.5, 16.6	Human talent	3 GOOD HEALTH 4 QUALITY 5 GENDER EQUALITY	3.3, 3.9, 4.4, 4.5, 5.1, 5.5, 8.2, 8.3, 8.5, 8.6, 8.8, 10.2, 10.3	
Laws and regulations	16 PLACE MOLASTICE STRANGASTITICIDAS	16.3, 16.6	Social development	8 DECENT WORK AND SECONOMIC GROWTH 9 MOUSERY, INNOVATION AND INFRASTRUCTURE	8.3, 8.8, 9.3	
Economic performance	8 DECENT WORK AND ECONOMIC GROWTH 9 MODISTRY, INNOVATION AND INFRASTRUCTURE	8.1, 8.2, 9.1, 9.4, 9.5	Environmental performance and	3 GOOD HEALTH AND WELL-BEING 6 CLEAN WATER AND SANITATION 8 DECENT WORK AND ECONOMIC GROWTH AND PRODUCTION AND PRODUCTION	3.9, 6.4, 8.4, 12.2,	
Innovation and digital transformation	4 QUALITY 8 DECENT WORK AND 9 MOUSTRY, INNOVATION ECONOMIC GROWTH 9 MOUSTRY, INNOVATION AND INFRASTRUCTURE	4.4, 8.2, 9.5	climate change	13 CEMATE ACTION	12.4,12.5, 13.1	
3. We align our management with the SDGs and their specific goals using the guide; An analysis of the goals and objectives of sustainable development of the Global Compact, Global Reporting Initiative (GRI) and PwC.						



At PwC we constantly seek to maintain the highest professional standards, adhering to applicable laws and regulations and complying with ethical obligations, while providing innovative and high-quality work. Achieving the above allows us to maintain and strengthen the trust that our clients, collaborators and communities have in us.

Today, different stakeholders expect organizations to be able to explain the reasons associated with their decision making and report on their legal compliance and fiscal contribution. This is why at PwC we seek to build transparent, fair and responsible relationships and structures that inspire trust in our business, in order to create environments in which agility, coherence and knowledge thrive.



Corporate Governance





- Senior Management and Partners
- PwC Global Network
- Collaborators



- We act with integrity
- We work together

SDGs and Goals







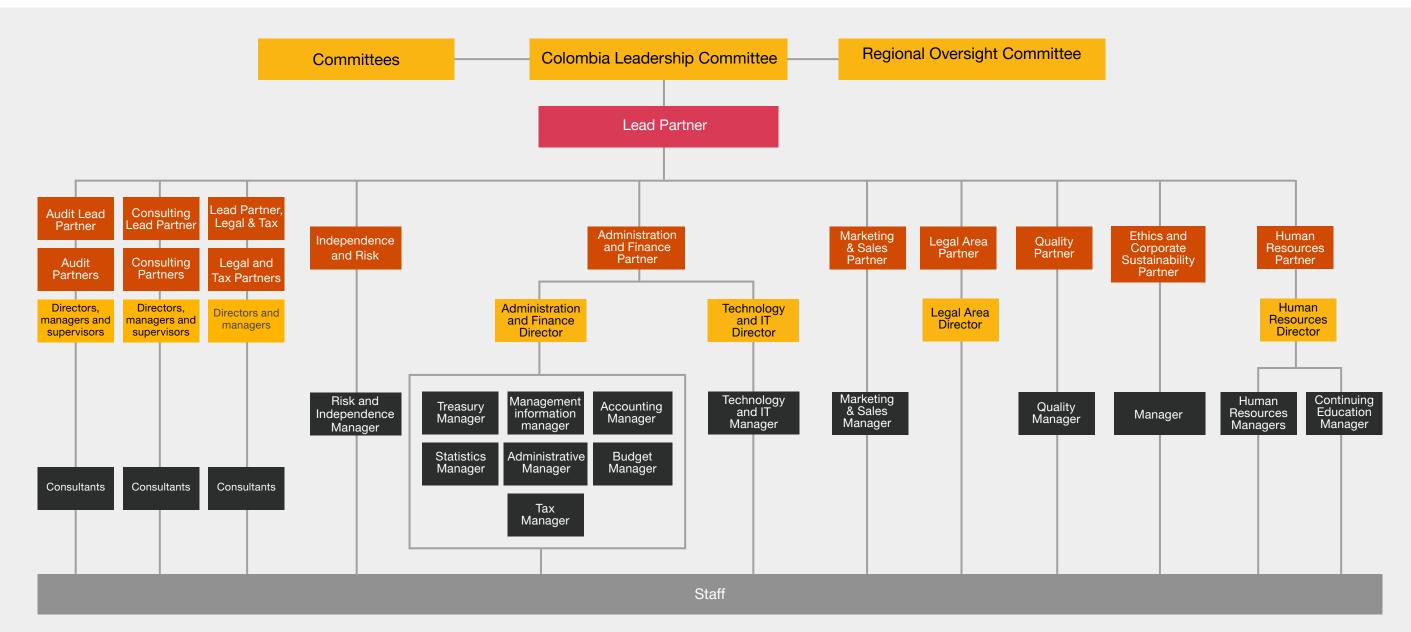
Goals: 16.6, 16.7

According to the OECD, the objective of corporate governance is to facilitate the creation of an environment of trust, transparency and accountability in order to promote long-term investments, financial stability and integrity in business. All this in order to contribute to stronger growth and the development of more inclusive societies4. The PwC Global Network gives its member firms the flexibility to operate locally independently, maintaining an international platform to share knowledge and resources, allowing us to provide professional services with the highest quality. In this sense, PwC Colombia operates through five legally independent local firms, aligned with the standards and policies of the Global Network.

Composition of our government

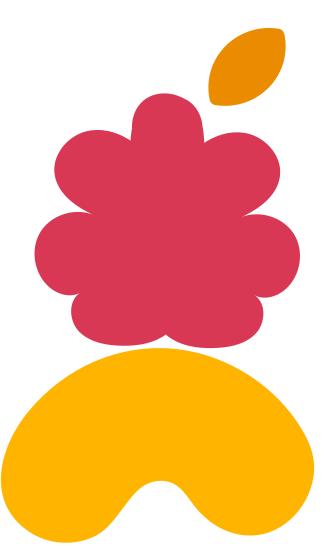
GRI 2-9, 2-10, 2-11, 2-18

Member Firms in Colombia are independent companies formed under national legislation. These companies are made up of partners, who are responsible for the operation of each service line: Audit, Consulting, Legal and Tax Services. Its structure is as follows:



^{4.} Information from the OECD and G20 Corporate Governance Principles.

The selection of the PwC Senior Partner is made through a nomination and voting system in which the other partners of the Firm participate. Once the senior partner is appointed, he or she designates the lead partners for each service line. This group, together with the Risk and Independence leaders, make up the Country Leadership Team (CLT). Its function is to lead the Firm's practice and guide the strategy towards what defines the Global Network, in conjunction with the local needs of the business. The above, ensuring compliance with regulatory, legal, economic and administrative requirements to achieve a sustainable operation over time and with high quality standards.



Impact management from governance

GRI 2-12, 2-13, 2-16, 2-18

The CLT, as the highest corporate governance body, is responsible for overseeing PwC's operations and prioritizing strategic issues that may impact the Firm's economic, social and environmental capital.

The communication of these matters, as well as the concerns of our collaborators or suppliers, is done through a series of direct channels, anonymous or open, which seek to ensure an effective report within the Firm and reinforce our vocation of open listening. These reports include performance metrics, service line improvement initiatives, and critical concerns about the organization's actual and potential negative impacts.

Concerns, worries and improvements, as well as metrics related to the Firm's strategic issues, are reviewed quarterly at the Partners' Meeting and monthly at the CLT, and are used as input for the continuous improvement of processes and the strengthening of the corporate strategy. Critical issues are assessed by means of a SWOT⁵ risk assessment from which actions are defined for their management. In addition, the leaders of the different service lines constantly monitor the issues for which they are responsible and, if necessary, convene extraordinary meetings of the CLT to discuss action plans or evaluate specific cases with the required immediacy.

Performance Assessment

According to our annual survey of Corporate Directors of companies that belong to different industries, only 29% of them rated the performance of their Board of Directors as good or excellent⁶. At PwC, the performance of our highest governing body is related to the fulfillment of goals and objectives of each of its members. In this way, an annual review is made of the performance of each Partner and the fulfilment of the goals that each one set at the beginning of the fiscal year. This assessment is carried out autonomously. initially, and then supervised and approved by the service line leaders and even by the territory's leading partner.

On the other hand, the supervision of the CLT before the Global Network is the responsibility of **the Oversight Board** (OB). The OB is a regional Oversight Committee, whose main function is to oversee the actions of the Executive Committees of each country, including their compliance with the standards, regulations and policies of the Network, and the correct application of all regulations related to the duties and obligations of the partners.

^{6.} Information from the Annual Corporate Directors Survey.



⁵The SWOT assessment considers the weaknesses, opportunities, strengths and threats of an organization with respect to a specific issue.

Training in Environmental, Social and Governance (ESG) issues

GRI 2-17

According to our annual director survey, only 25% of Board members globally have an understanding of ESG risks⁷. Recognizing the importance of ESG issues, at PwC we have a series of virtual courses that are available to all our employees and are mandatory for members of the highest governance body. In this way we ensure that decision makers have the necessary skills to identify business risks and opportunities related to environmental, social and governance changes.

In FY22, the courses associated with ESG topics achieved 94% compliance by the Firm's Partners. The required courses are as follows:



Our ESG story:

It covers why ESG is a strategic priority for PwC and the opportunity for its application in business.

Climate Essentials -**Understanding Climate Change:**

Addresses the key concepts related to climate change, such as its causes and effects, the importance of climate change for businesses in all sectors, and why it is a strategic priority for PwC.

ESG Essentials:

It addresses the concept of ESG and the interaction with customers in relation to these issues.

Climate Essentials -Net Zero:

Describes the Net Zero concept and its relevance to all types of organizations. In addition, it covers PwC's commitment to Net Zero and how it is currently supporting clients to achieve their carbon neutrality goals.

Climate Essentials -TCFD:

It covers the key concepts related to climate-related financial risk reporting (TCFD), including its recommendations and best practices.

Industry ESG Essentials -Energy, Utilities and Resources:

Describes the risks, opportunities and challenges that the energy, utilities and resource extraction sector faces in relation to ESG criteria. It also provides information on the importance of implementing these criteria in the operations, strategy and general management of clients in this sector.

^{7.} Information from the Annual Corporate Directors Survey.



Trust, integrity and transparency





Stakeholders

- Senior management and partners
- Collaborators
- Suppliers and contractors
- Clients
- Society/communities
- Regulatory bodies
- PwC Global Network
- Competitors



PwC Values

- We act with integrity
- We make a difference
- We care
- We work together
- Reimagining the possible

SDGs and Goals



Goals: 16.3, 16.5, 16.6



GRI 3-3

At PwC we exist to build trust and solve important problems; hence we recognize the value of forming and maintaining relationships that inspire security and peace of mind to our stakeholders and society in general. The fulfillment of this purpose, framed in our corporate culture, policies, regulations and standards of the PwC Professional, guides the way we do business under ethical criteria, where responsibility and transparency prevail.

In this way, we understand that preserving integrity in our behavior is the basis for solving the professional challenges we face, as well as for creating innovative solutions that respond to the needs and expectations of our stakeholders. One of the ways in which we achieve this is by reaffirming the importance of our values in everything we do, through internal communication campaigns:



We act with integrity

- We stand up for and say what is right, especially in difficult situations.
- We expect and offer the best quality results.
- We make decisions and act as if our personal reputation were at stake.



We make the difference

- We stay informed and ask about the future of the world we live in.
- We generate a positive impact on our colleagues, clients and society through our actions.
- We adapt flexibly to the changing environment in which we operate.



We care

- We strive to understand each person and what matters to them.
- We recognize the value each one brings.
- We support others in their development and work so that they give the best of themselves.



We work together

- We collaborate and share relationships, ideas and knowledge in the Network.
- We seek and integrate diverse perspectives, ideas and people.
- We give and ask for opinions to improve.



We reimagine the possible

- We dare to challenge the established order and try to do new
- We innovate, test and learn from mistakes.
- We have an open mind to see the possibilities that each idea has.

We also provide ongoing training to our employees on issues related to responsible business conduct, prevention and control of money laundering, antibribery and other types of risks, which we monitor through automatic reports that allow us to detect where we can improve.

of dangers and we include an anti-corruption clause in contracts with third parties, so that everyone who seeks to generate a relationship with us must share and agree with the ethical principles that guide our activities.

A fundamental part of who we are as PwC Professionals is to always act and make decisions as if our personal reputation is at stake.

The publication of this Annual Sustainability Report represents a practice of transparency with our stakeholders, through which we disclose those positive and negative impacts we have on our environment.

This is how our way of doing business is based on excellent business practices and compliance with strict conduct policies, which allows us to deliver sustainable results to our customers in a framework of ethics and integrity.

As a firm, we are also aware of the responsibility we have with our environment to promote a culture of anti-corruption, ethics and transparency, so our management team has provided economic, human and technological resources, to mitigate the dangers associated with Money Laundering, Financing of Terrorism and Proliferation of Weapons of Mass Destruction (LA/FT/FPADM)⁸ as per its acronym in Spanish. In fact, we carry out Advanced Due Diligence⁹ processes to warn about these types

April 9,2021 of the Superintendence of Corporations of Colombia

Milestones

We reduced security incidents associated with loss of information.

We updated the policy and processes of the Integral Self-Control and Risk Management System for Money Laundering, Financing of Terrorism and Proliferation of Weapons of Mass Destruction (SAGRILAFT) in accordance with the new regulatory provisions¹⁰.

We increased the investment of economic, human and technological resources by 33% with respect to FY21 to comply with regulatory requirements.

For 4 years we have been disclosing our ESG performance through sustainability reports based on international standards.

We automate the compliance reports of e-learning courses, reducing the response times to the requests of the leaders in charge of making traceability to those indicators.

We trained 99% of our employees in ethics and anti-corruption issues (an increase of 3% compared to FY21), thanks to the regular monitoring of the courses and the inclusion of their timely completion as an organizational objective.



^{8.} LA/FT/FPADM are criminal phenomena that generate negative consequences for both the economies of countries and organizations, affecting their reputation, competitiveness, productivity and durability. ^{9.} Through Client Due Diligence (CDD), we evaluate the client, its parent company, its subsidiaries, its board of directors, its legal representative, its statutory auditor and its main shareholders, carrying out a complete risk study. On the other hand, the Advanced Due Diligence (ADD), as a complement to the CDD process, includes the review of litigation, sanctions and disciplinary processes, media profile and confirmation of restrictive, binding and cautionary lists, for those counterparties determined by the different responsible parties. ¹⁰.External Circulars 100-000016 of December 24,2020 and 100-000004 of



Commitments and policies

GRI 2-23; 2-24

At PwC, we believe that in order to build trust in society, we must start with ourselves. Therefore, we seek to promote and maintain responsible business conduct that ensures sustainability and care for all our stakeholders. As a Firm, we have adopted policies aligned with different national and international commitments, such as:

- The International Bill of Human Rights.
- The principles related to fundamental rights set forth in the Declaration of the International Labor Organization (ILO).
- Fundamental Principles and Rights at Work.
- The United Nations Guiding Principles on Business and Human Rights.
- Law 1010 of 2006, which adopts measures to prevent, correct and sanction labor harassment and other harassment in the framework of labor relations.
- Resolution 652 of 2012, which establishes the formation and operation of the Labor Coexistence Committee in public entities and private companies.
- Resolution 1256 of 2012, partially amending Resolution 652 of 2012.

We also have the PwC Global Human Rights Statement, which is built on the foundation of the Universal Declaration of Human Rights and our Code of Conduct, that protects and reaffirms respect for the human rights of the actors in our value chain (partners, collaborators, customers and suppliers) as an essential part of the day-to-day operations and business relationships of our global network.

> We do not tolerate any case of child labor.

that fosters workplace flexibility and work-life balance.

We promote a culture

We protect the health and safety of our people at work, and promote their well-being.



We do not tolerate forced, compulsory or involuntary labor.

We do not tolerate harassment or discrimination in our work environment.

We invest in our people, offering them development opportunities and encouraging continuous learning.

We offer fair wages and benefits.

Since 2002, the PwC Global Network of firms has been a signatory to the United Nations Global Pact. This commitment reaffirms the value we find in the actions we take as a Firm to help organizations act responsibly, aligned with the 10 principles of the Compact and aimed at strategically promoting the Sustainable Development Goals.

Complementing the above, we have an organizational structure designated by the senior partner and the Board of Partners of our Firm, dedicated exclusively to the surveillance and monitoring of the risks associated with LA/FT/FPADM. Some of the activities we carry out to prevent and manage them effectively are:

- Training on ethics and possible warning signs in our operations.
- Disclosure of applicable policies and procedures, as well as the responsibilities of our employees in risk prevention.
- Implementation of methodologies and technologies for the identification, analysis and monitoring of risk and reporting suspicious operations to the National Government. Annually we monitor potential annotations that modify the condition and/or contractual relationship with our counterparts.
- Processes of knowledge and due diligence of the counterparties with whom we intend to enter into business relationships or transactions.
- Constant and specialized accompaniment to the work teams in the process of knowing clients and suppliers.

As a Firm, we comply with the recommendations established by the International Financial Action Task Force, international conventions on the subject and Colombian legislation.

Our commitments related to trust, integrity and transparency are reflected in the following policies, guides and guidelines of the Firm:

- PwC Global Statement of Human Rights
- Code of Conduct, Ethics and Integrity
- Global Code of Conduct for Third Parties
- Ethics, Business Conduct and Labor Coexistence Policy
- Personal Data Treatment Policy
- Information Security Policy
- **Anti-Corruption Policy**
- **SAGRILAFT Manual**

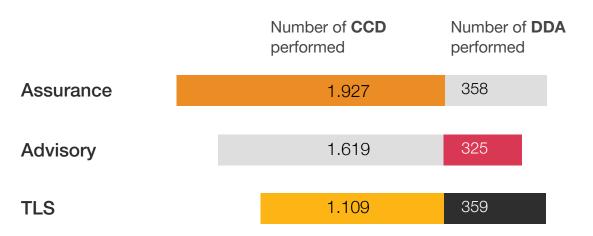


Due diligence

Own G.E.3; 4; 6.

Responding to the Firm's effort to combat all forms of crime and corruption, during FY22 we conducted 4.655 Customer Due Diligences (CDD), equivalent to an investment of 371'992.730COP¹¹; as well as 1.042 Advanced Due Diligences (DDA).

Graph 1. Number of CCD and DDA performed by LoS



Conflicts of interest

GRI 2-15

According to the International Chamber of Commerce, conflicts of interest have been identified as one of the main causes behind governance failures and deficiencies in organizations¹². This is why at PwC we have client acceptance and continuity rules and processes that allow us to define which entities we can provide our services to without compromising our objectivity and independence¹³.

^{11.} This amount was obtained by dividing payroll costs by occupancy costs (rent and utilities), technology (licenses and maintenance), stationery, among others.

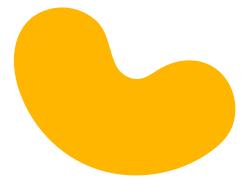
^{12.} Information from the article <u>"ICC Guidelines on Conflicts of Interest in Enterprises"</u>

^{13.} For example, if we have a client for whom we have provided advice on information issues, we cannot be auditors on those issues, because we cannot audit an issue that we helped develop.

In FY22 we reported all identified issues to the respective stakeholders and generated action plans to mitigate them.

We inform our stakeholders of conflicts of interest related to:

- Membership on different boards of directors.
- Existence of majority shareholders.
- Cross-shareholding with suppliers and other stakeholders.
- Related parties, their relationships, transactions and outstanding balances.



Ethical concerns

GRI 2-26

At PwC Colombia we have an Ethics and Labor Coexistence Committee that is available to our collaborators, from which we promote different prevention and solution mechanisms, so that they report any concerns related to the Firm's codes and policies and report behaviors that deviate from our values and behaviors. Some of these mechanisms are:



Talk to your coach, immediate bosses and/or the Human Resources area

Contact the Lead Partner of Ethics and Business Conduct in Colombia:

Eliana Bernal



Consult the members of the Ethics, Business Conduct and Labor Coexistence Committee



Send an e-mail

to CO_Etica@pwc.com



Help Line, which is a 24/7 chat and telephone channel. Each report is treated confidentially and investigated by our Ethics team



At PwC we promote a Speak up culture, where people can report any behavior that deviates from our Firm's values and behaviors without any fear of retaliation.

Policy communication and training

GRI 205-2; 205-3. Own G.E.2

As a Firm, we continue to raise awareness of the importance of acting in an integral manner, emphasizing that each action or omission can generate a negative internal and external impact. With this, we seek to strengthen our ethical, transparent and anti-corruption culture in our collaborators and supply chain.

How we communicate our commitments and policies

Collaborators



- **New Hires** Induction.
- Training.
- E-mails.
- Internal sites.
- PwC Colombia website.

Clients and suppliers



- PwC Colombia website.
- E-mails.
- Contracts.

During FY22, 100% of our partners and collaborators were informed about ethics and anti-corruption issues and procedures.

Among the training modalities we provide to our employees are the mandatory e-learning courses, of which we highlight the Combating Corruption and Money Laundering, whose objective is to raise awarenes of the complexity of anticorruption and money laundering issues. This course reached a compliance rate of 98,7% during FY22.

To comply with these commitments, we carry out periodic follow-ups together with the leaders of each LoS and monitor the communications plan of the Ethics area. We also align the compliance indicator of these trainings with the performance evaluations¹⁴ of all our collaborators.

As a result of our efforts, during FY22 there were no cases of corruption related to our Firm or our collaborators.



¹⁴. To be evaluated, the employee must have a minimum of eight months of stay in the Firm prior to the end of the fiscal year evaluated.

Indicators and goals

In order to measure the progress and effectiveness of the measures implemented to promote trust, integrity and transparency, PwC has defined the following targets:

of internal audits.

Indicator	Goal FY22	Result FY22	Goal FY23
Percentage of completion of mandatory virtual courses.	100%	98,5%	100%
Percentage of contributors to whom policies and channels of communication and reporting are communicated.	100%	✓ 100%	100%
Number of conflicts of interest presented relating to members of the highest governing body.	0 (zero)		0 (zero)
Number of sanctions and/ or statements of regulatory entities on compliance with SAGRILAFT policies that affect our reputation as a Firm.	0 (zero)		0 (zero)
Number of observations on the implementation of the SAGRILAFT system as a result	0 (zero)	4 findings, which had their respective management.	0 (zero)

Challenges and opportunities

Considering the information reflected in this chapter, as well as the international standards and trends related to Trust, Integrity and Transparency, we recognize the following challenges and opportunities for our Firm:



Challenges





Increase in information security incidents associated with virtuality at a global level. Difficulty in timely compliance with regulatory updates issued by regulators on SAGRILAFT.

Opportunities





Enhance our training plan and internal communications on SAGRILAFT, through the involvement of partners, recording of trainings and face-to-face sessions.

Implement the FENERGO system¹⁵, which allows the systematization, simplification and adaptation of customer knowledge processes, as well as the classification by risk levels of counterparties, to the technologies used by our network of firms.





Create a robust communication plan to achieve greater coverage in the disclosure of our Sustainability Report.

Create new means of interaction with our collaborators that allow us to reinforce our values, different from the usual training and communications.

^{15.} Technology solution to improve client lifecycle management and support regulatory compliance.

Laws and regulations



Stakeholders

- Government
- Collaborators
- Customers
- Suppliers



PwC Values

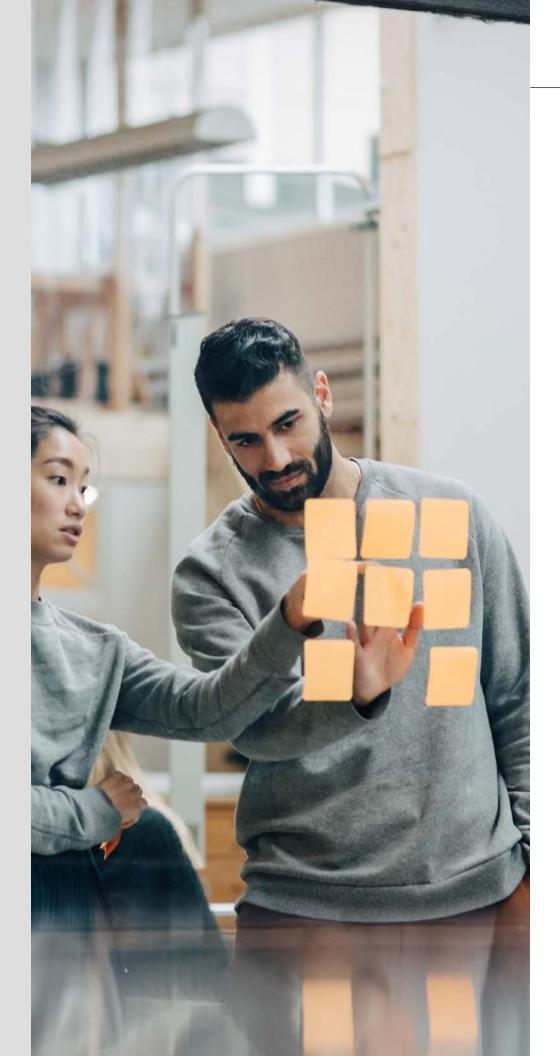
 We act with integrity

SDGs and goals



Goals: 16.3 and 16.6





At PwC, the national and international rules, laws and regulations applicable to our business guide our actions. These guidelines are incorporated and reinforced within the Firm's internal policies, and compliance with them drives us to act with integrity and to strengthen the trust of our clients, suppliers and other stakeholders.

To achieve the above, we have implemented the following mechanisms to communicate the most up-to-date legal and regulatory information to our employees:

Training on policies for new employees in their induction process.

E-learning courses on policies, regulations and best practices.

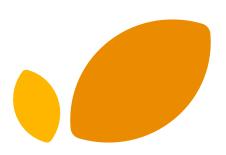
Regular mapping of the issuance of new norms or standards by the leaders and experts in each area.

Training sessions for work teams to keep them abreast of the latest information.

On the other hand, the creation and updating of laws by regulatory entities has allowed us to increase our demand for services and, thus, encourage compliance by our clients. In addition, interested in promoting good practices in compliance with current regulations, we have had the opportunity to communicate this information to our stakeholders through newsletters on our website and 80 publications of articles or opinion columns that we have made in 34 media throughout this fiscal year, related to legal and business news in the country.

GRI 2-27

In the last 3 years, the Colombian Firm has not had any cases of non-compliance with laws and regulations.



Our policies, commitments and guidelines

Own G.E.5

At PwC we ensure the legal security of our clients and generate a positive impact on our environment. The Firm's commitments and guidelines are embodied in the following policies, guidelines and directives:

Our policies, commitments and guidelines	Related chapters	Our policies, commitments and guidelines	Related chapters
PwC Global Human Rights Statement: Sets out the principles and commitments by which all territories in our global network respect Human Rights in their daily activities.	Trust, Integrity and TransparencyHuman Talent	Information Security Policy: It guides the protection of our information assets and the technology used for their treatment and protection, in order to ensure their integrity, availability and confidentiality.	Trust, Integrity and Transparency
Code of Conduct, Ethics and Integrity: It underlines our ability to behave in a manner consistent with our values. Our Code is not intended to provide specific guidance on every situation; instead, it is a principled guide that helps us to question ourselves and encourages us to speak up if we have concerns.	 Trust, Integrity and Transparency 	Integrated Health and Safety at Work, Environment and Quality Management System Policy: This policy discloses the integrated management system, whose objective is to anticipate, recognize, evaluate and control the risks that may cause injuries or illnesses in our collaborators, the negative impacts on the environment due to working	 Service excellence and quality
Global Code of Conduct for Third Parties: Explains the standards of integrity and business conduct that our Firm expects from third parties with whom we do business. As a Firm, we expect third parties to demand the same standards of integrity and conduct from their contractors and subcontractors.	Trust, Integrity and Transparency	conditions and the risks that impact our clients' satisfaction. Privacy Policy: It establishes the guidelines by means of which the Information of third parties will be treated in our Web site.	 Innovation and digital transformation Information security and cybersecurity
Personal Data Processing Policy: Defines the system of use, circulation, storage and filing of personal data.	 Trust, Integrity and Transparency Innovation and Digital Transformation Information Security and Cybersecurity 	Cookie's policy: Presents information about the cookies that are used on the website with visitors who access to learn about the services we offer, blogs of publications of different industries, information on job opportunities and professional development, and advertising content.	 Innovation and digital transformation Information security and cybersecurity

Our policies, commitments and guidelines	Related chapters	Our policies, commitments and guidelines	Related chapters
Policy of the person in charge: Describes the obligations and rights, as well as the general guidelines under which PwC must be governed in its condition of being in charge of protecting and ensuring the due treatment of the information, understanding this as the use, collection, storage, circulation or suppression of the personal data.	 Innovation and digital transformation Information security and cybersecurity 	Internal Policy on the treatment of Personal Data: It informs all employees in the different Lines of Service (LoS) about the system of use, circulation, storage and filing of Personal Data. Additionally, it establishes PwC as responsible for the treatment of the information of the members and other natural persons that are linked to PwC.	 Information and cybersecurity
Anti-Corruption Policy: Establishes guidelines on the prohibition of soliciting, accepting, receiving, receiving, offering, promising or paying bribes by our employees.	 Trust, Integrity and Transparency 	Flexibility policy: Describes the flexibilization guidelines, which refer to the different ways, spaces and schedules in which our employees can perform their work while maintaining responsibility and trust.	Human talent
SAGRILAFT Manual: Defines our Firm's System of Self-Control and Integral Risk Management of Money Laundering and Financing of Terrorism-SAGRILAFT-, which is governed by the guidelines of the Superintendence of Companies of Colombia. These policies complement the guidelines defined by our global network.	 Trust, Integrity and Transparency 	Education financing policy: Contributes to the professional development of the Firm's employees through development of English language skills; training programs offered by the Firm to its clients; postgraduate programs, diplomas, certifications; and	• Human talent
Ethics, Business Conduct and Labor Coexistence Policy: Formalizes the implementation of procedures related to Ethics, Business Conduct and Labor Coexistence standards and requirements, in order to reinforce an ethical culture in our people and in the way we do business.	 Trust, Integrity and Transparency 	Diversity and Inclusion Policy: Establishes the Firm's guidelines and position regarding the promotion of a culture of respect for diversity, equality, non-discrimination and labor inclusion, guaranteeing	Human talent
Complaint and Grievance Reporting Policy: Encourages individuals to report unsafe conditions and ask questions regarding the identification and control of hazards and/or risks that may impact their health and safety, while ensuring that no retaliation will be taken against individuals who make such reports.	Human talent	equal opportunities for all employees.	

Our policies, commitments and guidelines As of Law 2191 of 2022, the policy ensures that all the firm's employees have the right to have clarity about their working hours and that productivity and an adequate work-life balance are achieved. Risk, Opportunities and Stakeholders Matrix: This presents the analysis of the impact and probability of the materialization of the risks and opportunities to which the Firm may be exposed, considering internal and external areas, and the definition of the pertinent controls for their mitigation. Comprehensive Solid Waste Management Plan (PIGRS, for its Describes the methodology for the comprehensive management of waste generated by the Firm's different processes. Procedure for identification of hazards and environmental aspects, assessment of risks and impacts and determination of controls, according to their significance and/or acceptance in PwC Colombia. ISO14001:2015 Environmental Management System Certification: PwC Colombia is certified under the ISO 14001:2015 Standard, which highlights our good environmental performance and helps us to: identify,

Related chapters

Human talent

Human talent

Environmental performance

Environmental performance

Contributes to the rationalization of PwC's expenses and to encourage employees to travel only when strictly necessary, in order to contribute to the care of the environment.

evaluate, communicate and control environmental aspects and their

impacts; protect and promote environmental care; comply with applicable

national regulations in force regarding environmental impacts and ratify our commitment to minimize the environmental impacts of our operations.

> Environmental performance



We have a relevant voice

As a professional services firm, we are proud to add value to our stakeholders through discussions, workshops and webinars. In addition, we have had the opportunity to actively participate in discussions with industry leaders and government entities to contribute to the definition and updating of laws and regulations applicable to the business environment. The following are some of the most outstanding events and relationships during this fiscal year:



Publications

In FY22 we made the following publications through our website:

- Investment guide: <u>Doing Business 2021 in Colombia.</u>
- Study of Family Businesses 2021, Colombia chapter.
- Tax incentives for investments in renewable energy and the environment in Latin America.
- Global Perspectives: Entertainment & Media Outlook 2022–2026.

We also published 19 articles or press mentions in 15 different media. The most relevant in terms of laws and regulations are:

- "<u>VAT-free days, the parameters to be taken into account by commercial establishments</u>" in the magazine Ámbito
- "Tax calendar: ABCs for filing and paying taxes in 2022" in the newspaper La República.
- "Tax benefits established in Law 2155 of September 14, 2021" in the magazine La Nota Económica.
- "Colombia, highlighted for tax benefits for innovation" in the newspaper El Tiempo.



Events

This year we held 32 of our own events in 7 regions/cities and 35 events in collaboration with 18 partners. Among them, we highlight:

- <u>Tax reform talks:</u> a series of 8 talks with different allies, including the one held with the American Colombian Chamber of Commerce (AMCHAM) with more than 900 attendees
- Key aspects of beneficial ownership reporting: virtual conversation with the participation of the most important tax entity, DIAN, with more than 500 attendees.
- Strategies to protect the family legacy: a virtual event aimed at the formation and consolidation of family businesses. In alliance with the Bogota Chamber of Commerce, we managed to convene 142 entrepreneurs.
- Customized workshops on International Taxation: series of workshops for clients or large companies (EPM, Argos, Sura, Ecopetrol) affected by the new regulations of taxation pillars 1 and 2 of the Inclusive Framework of the OCDE.
- Our ESG Summit Latam 2022: We held the first regional summit led by PwC Colombia and had more than 1800 registrants. At the summit, different experts from the region presented their views on the most relevant environmental, social and governance challenges and trends of the moment.



Allies

This year we carried out actions with different interest groups to discuss our reports, seek synergies and resolve concerns. The most strategic approaches we had with our allies were:

National government

- Conversation with the Ministry of Commerce, Industry and Tourism about our publication "Doing Business in Colombia".
- Approach with the Ministry of Transportation, the Ministry of Science and the Bogotá Mayor's Office to expose the Climate Finance Accelerator and discuss the sustainability policies that are being implemented in the government.
- Meetings with the Ministry of Transport and Civil Aeronautics to better understand the regulation of drones in Colombia.

Guilds and institutions

• 140 content publications disseminated in different communication channels of unions and allies.

Academy

- Alliance with the Externado de Colombia University to carry out the 2021 Family Business Study.
- Business chairs at the National University for undergraduate and postgraduate students from the Faculty of Economics.



Indicators and goals

In order to measure the progress and effectiveness of the measures implemented to promote compliance with laws and regulations, at PwC we define the following indicators and goals:

Indicator

that result in

for the Firm.

sanctions or fines

FY22 - FY23 Goal

FY22 Result

Representative 0 (zero) ≥0 (zero) findings for regulatory or legal non-compliance



Considering the information reflected in this chapter, as well as international standards and trends related to laws and regulations, we recognize the following challenges and opportunities for our Firm:

Challenges





Low availability of time for employees to be updated on regulatory changes that may affect service delivery.

Uncertainty about the updating status of all employees on regulatory changes that may affect service delivery.

Opportunities



Development of new services based on the publication of new regulations.



Anticipate new regulations in accordance with international trends and pioneer their implementation through the services offered to our clients.



Increase our active participation in the forums of regulatory agencies.

Our business

Our global strategy, integrated in the New Equation, seeks to combine creativity, experience and technological innovation to offer sustainable results to our customers and society. Therefore, as a result of our understanding of the complex needs facing the world, and seeking to enhance our ability to create economic, social and environmental value, we have developed different business lines and models to provide solutions to these problems. This, while maintaining the highest quality standards, protecting our own and our clients' information and incorporating the best practices in each of our service lines.





Economic performance



Stakeholders

- Senior management and partners
- Collaborators
- Clients
- PwC Global Network
- Governance



PwC Values

- We act with integrity
- We make a difference

SDGs and Goals



Goals: 8.1, 8.2



Goals: 9.1, 9.4, 9.5

GRI 3-3

As a Firm, we are committed to being financially sustainable over time, so that we can continue to invest in the quality of our services and in the strengthening of our collaborators, in favor of our clients and society in general. To achieve the sustainability of our business, we follow the policies of our PwC Global Network, which we translate into policies and guidelines, such as independence, financial statements and debt policies, among others.

In addition, at PwC we permanently monitor the collection of the portfolio, the timely invoicing and the administration of resources, in order to maintain an adequate management of them and thus meet the annual growth and investment expectations defined for each of the business lines. In addition, monthly meetings are held among the partners, weekly committees with the leaders of each line of service. and daily monitoring by the financial area for timely decision making.

Milestones



Achieved overall compliance with 102% of revenues.



Decreased financial indebtedness by 30%.



Reduced portfolio turnover indicator by 13%.



Implementation of new tools thanks to the resources of the Global Network, such as Hotelling¹⁶ and Salesforce¹⁷.

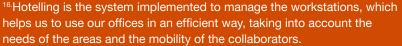
Our policies, commitments and guidelines

Our commitments related to economic performance are embodied in the following Firm policies, guidelines and directives:



Financial management policies.





¹⁷. Salesforce is a customer relationship management platform for sales, commerce, marketing and other areas.

Our financial results

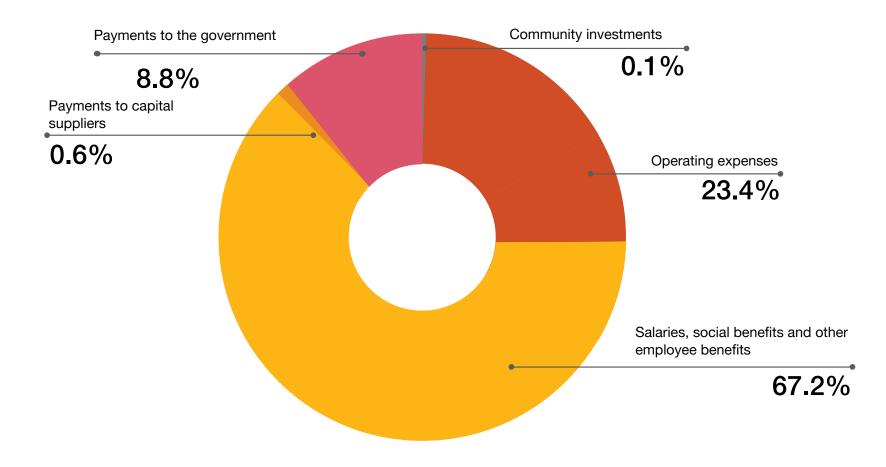
GRI 201-1; Own N.N.1

The growth in this fiscal year is due to the Firm's positioning as an organization that offers innovative and high-quality solutions, generating confidence in clients in the response to their needs.

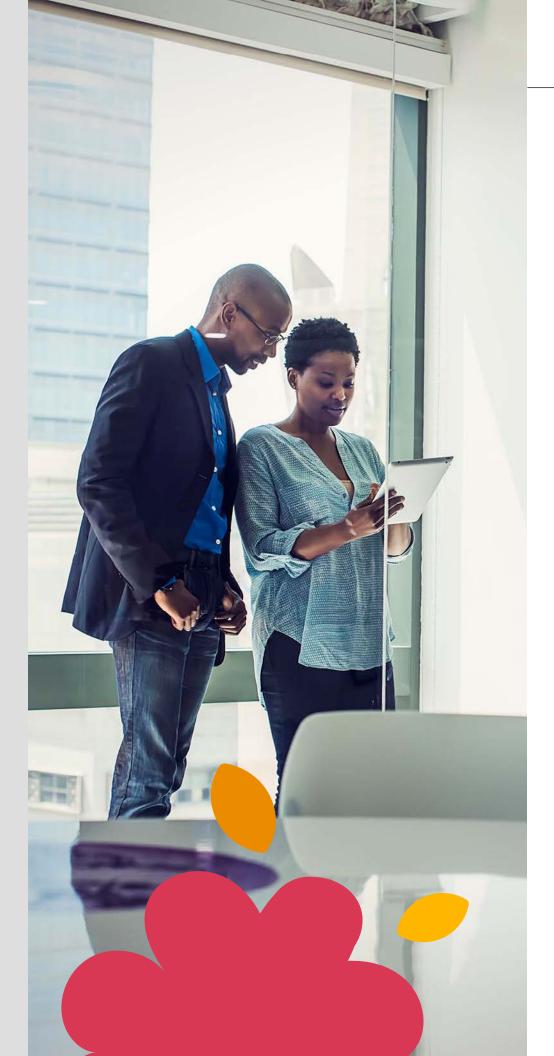
The financial results for our fiscal year¹⁸, from July 1, 2021 to June 31, 2022, were as follows:

	FY20	FY21	FY22
Direct economic value generated (VEDG, per its acronym in Spanish)	\$ 201.113	\$ 203.989	\$ 220.477
Economic value distributed (EVD, per its acronym in Spanish)	\$ 185.538	\$ 183.178	\$ 193.395
Retained economic value	\$ 15.575	\$ 20.811	\$ 27.082

Economic value distributed



¹⁸.All figures presented are expressed in billions of Colombian pesos.





Of the total revenues obtained in FY22, the percentage by industry is distributed as follows:

Industry to which our customers belong	% of total revenue s FY21	% of total revenues FY22
Manufacturing and automotive industries	31.5%	26.4%
Financial services	21.0%	25.2%
Retail and consumer	14.7%	14.2%
Energy and utilities	9.7%	12.2%
Technology, telecommunications and media	11.1%	10.6%
Health care industries	8.4%	8.5%
Other services (individuals and private equity funds)	1.9%	1.5%
Government and public sector	1.7%	1.4%
Total	100%	100%

Challenges



Difficulty in adapting the business to local and global political and economic changes, such as economic recession, shortages, conflicts, among others.

Challenges and opportunities

Considering the information reflected in this chapter, as well as international standards and trends related to economic performance, we recognize the following challenges and opportunities for our Firm:



Opportunities



Achieve greater awareness and commitment on the part of all the Firm's collaborators to comply with the annual budget.



To automate the largest number of financial and accounting processes, implementing technological tools that allow improving the capacity of information analysis.



Improve internal controls in accounting and tax matters.



Train managers to achieve a better understanding of the business and the processes associated with invoicing.

Excellence and quality service



- PwC Global Network
- Senior Management and Partners
- Collaborators
- Clients
- Competitors



- We act with integrity
- We make a difference
- Remaining what is possible

GRI 3-3

In an ever-changing world, we help our clients adapt and evolve for the benefit of their investors, collaborators, suppliers and stakeholders in general, supporting them in making informed decisions that allow them to operate effectively and obtain sustainable results.

Senior Management actively participates in the review of the performance of our System of Quality Management¹⁹ (SoQM), to ensure its suitability, effectiveness and continuous alignment with our strategy, as well as sufficient resources for its operation.

Additionally, we employ a continuous improvement process for all of the Firm's activities, through which we ensure a successful and outstanding delivery of our services. In fact, we evaluate the risks and opportunities to which we may be exposed as an organization and define the pertinent controls for their mitigation and/or exploitation, as appropriate. Likewise, we carry out internal audit processes to verify compliance with the quality standards defined for each line of service (LoS).

Our SoQM is aligned to ISO 9001:2015, to the guidelines defined by our Global Network and to the Network Standards (quality, independence and risk requirements).

⁽¹⁾⁾⁽⁾ Sustainability Report **FY22** 52

^{19.}The System of Quality Management (SoQM) is part of our Firm's Integrated Management System, which is composed of other additional systems: Environment, Occupational Health and Safety and Information Security.



Politics

Our commitment to excellence and quality of service is embodied in the following Firm policy:

Policy Integrated occupational health and safety, environment and quality management system (SIG HSEQ).



Milestones

We achieved a better understanding of the market, competition and potential customers, thanks to the creation and analysis of commercial and industry files for the structuring of commercial and marketing strategies.

We received a 12,6% increase in the number of responses received in satisfaction surveys from our customers, due to the implementation of dashboards with real-time information on these results in all service lines.

We responded effectively to 100% of the complaints and claims received, to which we performed root cause analysis and defined action plans to avoid future occurrences.

We conducted training in commercial skills and sales plans, mainly for business unit leaders.

We had zero findings detected that affected our integrated management system, as a result of internal, external²⁰ and second-party reviews²¹.

²⁰.Audits carried out to maintain our ISO certifications.

^{21.} Audits carried out by clients to our quality management system.

In this way, we work permanently to fulfill the promise of value to our customers and stakeholders, whom we consult through various mechanisms to learn and integrate their perceptions in strengthening our internal processes and services offered. Some of these mechanisms are:



Mailbox for reporting complaints, claims and/or suggestions.



Satisfaction surveys at the end of each project, with a scale of zero to 10 points, where the minimum qualification goal is seven points.



Interdisciplinary teams in charge of defining action plans to manage improvement opportunities.

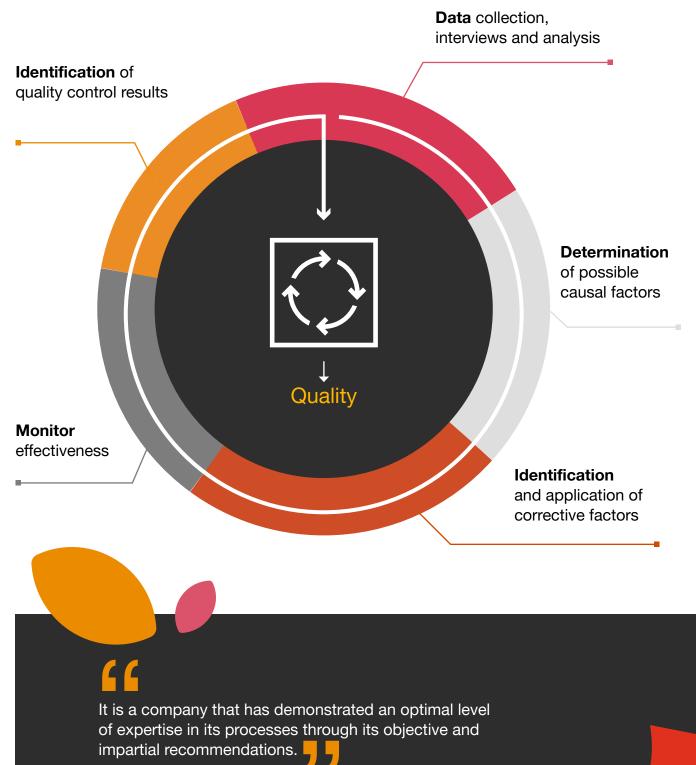


Periodic meetings with partners and leaders to socialize feedback from each client.

Finally, to ensure that quality is at the heart of everything we do, we seek to stay at the forefront, constantly researching and monitoring market changes and training our employees on the latest trends in the industries we serve.

Continuous improvement cycle

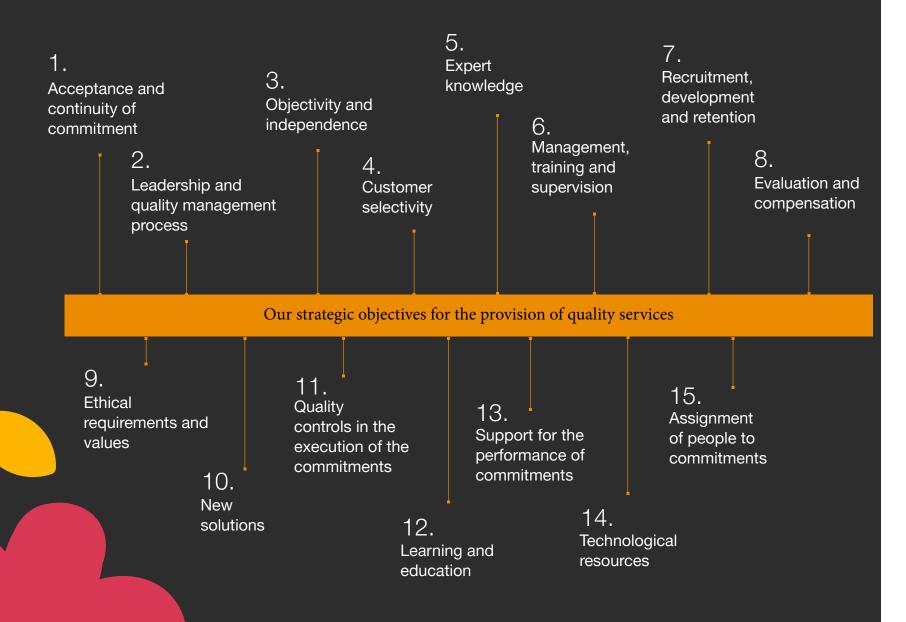
Automotive client



Standards and practices of excellence

Own N.N.7

Our Global Network has defined a series of quality requirements framed in 15 strategic objectives, which reflect the commitment of our Firm and Senior Management, with the compliance of the highest standards and implementation of international best practices for the provision of services with excellence and quality, in such a way that we meet the expectations and requirements of our clients and stakeholders. These are listed below:



These strategic objectives are subject to individual risk and response evaluations that lead to the definition of controls that prevent their materialization and/or allow their mitigation, as follows:



We perform a global assessment

We evaluate deficiencies to determine the severity and degree of impact on the achievement of quality objectives. We also evaluate whether the quality objectives have been achieved.



We perform a risk assessment

We identify risks from events and circumstances that may include the results of performance measures and identified root causes.



We supervise quality

We constantly monitor the quality of our internal processes as well as during the provision of our services.



We evaluate the results

We analyze root causes to identify possible causal factors and implement the appropriate corrective actions.

Awards and recognitions Own N.N.9

At PwC we have extraordinary teams and collaborators, who with their dedication, knowledge and expertise have made our Firm worthy, in world-class spaces, of nominations and recognitions that highlight the value and leadership of our services. The following are the awards and recognitions obtained in FY22:



World Tax

We were ranked in the highest level (Tier 1) among the world's leading tax services firms.



World TP

We were ranked as one of the best transfer pricing service firms globally (Tier 1).



Verdantix

We were named as the world's leading company in the provision of ESG services.

Among the experts recognized in these rankings, five are part of PwC Colombia:

Recognized by **World TP**

Recognized by **World Tax**



Carlos Mario Lafaurie Escorza Lead Partner of PwC Colombia



Rafael Parra Transfer Pricing and Tax Services Partner



Carlos Miguel Chaparro Plazas Lead Partner of Legal & Tax Services



Javier Blel Bitar Director of Litigation Legal & Tax Services

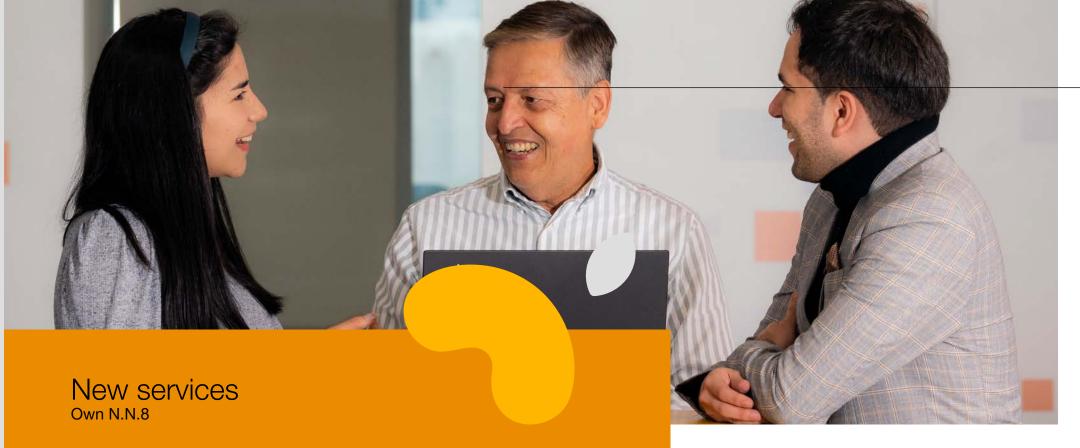


Nacira Lamprea Okamel Partner of Legal and Legal & Tax Services



For the human warmth of the team we work with. for the professionalism of the people, for the knowledge they have in the area, because you can really feel the teamwork.

Client from the financial sector



Continuing with our goal of responding to current market trends and providing specialized solutions to our clients' needs, we opened a new service during FY22:

Corporate Digital Tax: web platform to make the process of preparing income and complementary tax returns more efficient and secure, as well as the 2516 format.

We are also implementing a training and updating plan called "School of Industries", whose purpose is to achieve specialized teams by industry with diverse profiles, in order to continue providing excellent services to our clients.

> We have had a great experience with PwC in the preparation of the lease and provision, the quality of the team is great and we are very happy.

Technology, telecommunications and media sector client

The voice of our customers

Own N.N.3

As a Firm, we always seek to offer a professional experience that provides valuable solutions for our clients, with the purpose of meeting, and even exceeding, their expectations. Through the Client Loyalty Index (CLI) we measure the probability that the client will recommend and/or use our services again, identifying and transforming opportunities for improvement into greater satisfaction. During FY22, the CLI record was 9,1 out of

10, highlighting the trust and preference of clients for our work.

Some of the characteristics that our customers relate us to include:



Team expertise.



High quality results and deliverables.



Ability and quality of communication with our partners.



The service I have received has been more than satisfactory... The fact that it is a multidisciplinary team makes that good results are evident, with promptness and quality. I value too much the good attitude of the team, who are always willing to support (...). Much of the above mentioned plus other attributes, differentiates them from the others.

Pharmaceutical customer

Indicators and goals

In order to measure the progress and effectiveness of the measures implemented to promote excellence and quality of service, PwC has defined the following goals:

Indicator

services.

Index Client

Index (CLI).

Loyalty

Opening of new

Development and improvement of services with a technological component.

Goal FY22

<

Result FY22

technology service Tax), implemented a new technology platform (CloudProjects) strengthened our ESG services.

We created a new

∜

Maintain a CLI of 8 or more on all service lines.

Legal and Tax Services: 9 Consulting: 9,1 Auditing: 9,1.

Maintain a CLI above 9 in all service lines.

Goal FY23

Development

and improvement

of services with

a technological

component.

Challenges and opportunities

Considering the information reflected in this chapter, as well as the international standards and trends related to excellence and quality of service, we recognize the following challenges and opportunities for our Firm:





Difficulty in increasing the number of responses to satisfaction surveys from our clients, due to the fact that the process currently used is manual.

Little use, on the part of our collaborators, of the technological tools available for the provision and development of our activities.

Opportunities



Automate the processes related to satisfaction surveys, allowing us to obtain better analysis of the information obtained from our clients.



Centralize the Operational Excellence Management System (OMS) area to operate at the Firm's²² level, so that we can maintain SoQM's continuous improvement processes and continue to guarantee our clients' satisfaction.



Leverage flexibility in the work mode for greater participation of our staff in SoQM training activities.



Strengthen the adoption of global policies and their respective updates by all collaborators.

²²Currently, the OMS area operates solely for the Assurance practice; however, we are working so that you have full coverage in our Firm.

Innovation and digital transformation



Stakeholders

- Contributors
- Society / Communities
- Clients



PwC Value

- Reimagining what is possible
- We make a difference
- We care

SDGs and Goals







Goals: 8.2



Goals: 9.5

GRI 3-3

At PwC we have the challenge of continuing to reinvent what is possible and continuously improving to offer great experiences to our clients, taking advantage of advances in innovation, technology and digitalization. This is why in the Firm we seek to close the gaps in digital skills, as well as to digitally improve products, services and processes, whether internal or for our clients.

To achieve the above, we have processes focused on updating services according to market needs, constant research on industry trends and the development of new services with technological components. In addition, we have programs focused on the development of digital skills for the training of our employees and mechanisms to collect and integrate the opinions and perspectives of our stakeholders regarding the processes of innovation and digital transformation.

Milestones



Increased acceptance of the "Access Your Potential - Digital Skills"23 program by 12% of employees, who actively participate in volunteering, exceeding the target of 10%.



Maintained beneficiary satisfaction level higher than 4,5 out of 5,0 points, about the "Access Your Potential - Digital Skills" program".



Awarding of 756 Digital Badges for the completion of the Digital Quest.²⁴



Implementation of the "A much more digital firm" program, which consists of executing strategies to involve PwC's employees in the digitalization of the Firm. In addition, training was provided to more than 300 employees to increase their understanding of the importance of digital channels such as LinkedIn, Salesforce and Smarp in communication.



210% increase in training hours delivered in Digital LAN Academy courses.

^{23.} Access Your Potential - Digital Skills: Program that seeks to develop and potentiate fundamental skills for the professional success of children and people of school age through inspiring experiences. For more information, visit the Social Development chapter.

²⁴ For more information visit the Digital Upskilling section.

Our policies, commitments and guidelines

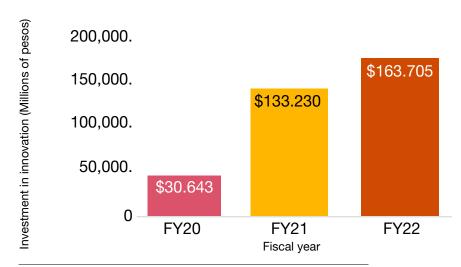
Our commitments related to innovation and digital transformation are reflected in the following Firm policies:

- Privacy Policy
- Cookies Policy
- Personal data processing policy
- Manager's policy

Investment in innovation

Own N.N.11

According to the survey "How business leaders can raise their Digital IQ"25 conducted in 2022 to more than 1.200 executives in North America, 60% of them stated that investment in innovation, technology and digital solutions improved customer experience and decision making within their companies. Following the guidelines of the New Equation, at PwC we seek solutions that are led by certified professionals and driven by technology, combining human ingenuity with digital transformation. To achieve the above, during FY22 we were able to increase investment in innovation by 18%, compared to FY21, achieving as a result to streamline and optimize the implementation of strategies within the Firm.

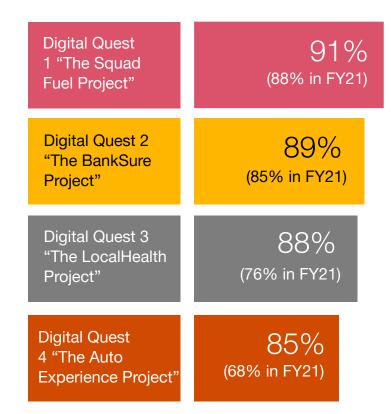


Digital Upskilling

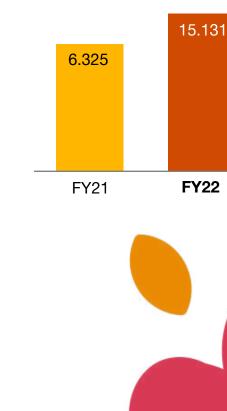
Own N.N.13: 14

Since FY21 we implemented the Digital Quest program, which aims to provide an immersive virtual experience for employees to acquire knowledge in key technological concepts through four courses that explore different industries and teamwork situations. Upon completion of the four Digital Quests, our employees receive the "Digital Acumen Knowledge" badge, which demonstrates that they have a basic understanding of the digital skills that are most important to the Firm and our clients.

Percentage of compliance FY22



Total number of hours of digital training



In addition to this initiative, PwC Global is committed to training its employees in digital transformation, software management, data analytics and programming, making an investment of 3 billion with the aim of training **295,000 people by 2023**²⁶. At PwC Colombia, we recognize the importance and value of continuing to train our employees. For FY22 we managed to increase by 139% the total number of hours invested in digital training, which implies an average increase of four hours per employee compared to FY21.

^{25.} Information obtained from the survey "How business leaders can raise their Digital IQ"

²⁶ Information obtained from the study web Upskilling de PwC Global and the article "Preparing everyone, everywhere, for the digital world".

Digital transformation in communities

Own N.N.15

According to ANDI, the most important step to achieve a successful digital transition is the training and preparation of the workforce in information and communications technology skills (TIC)²⁷. This is why the Firm has innovation, digital transformation and digital skills programs aimed at both employees and the community, especially children and young people of school age and entrepreneurs in our country.

> Number of beneficiaries FY22

Impacted by the Corporate Sustainability area programs ²⁸ .	256 (411 en FY21)
Impacted by Digital Transformation programs ²⁹ .	251 (69 en FY21)

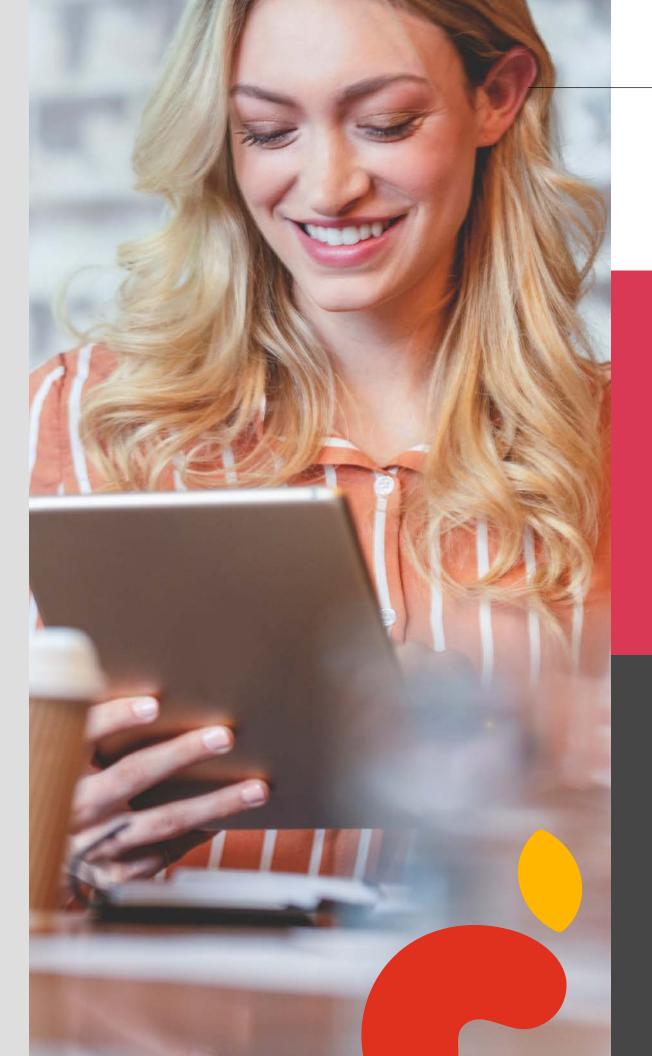
The decrease in the number of beneficiaries impacted by Corporate Sustainability programs for FY22 was mainly due to difficulties in accessing technological equipment and internet by beneficiaries.



^{27.} Information obtained from PwC Global's Upskilling website and the article "Preparing everyone, everywhere, for the digital world".

^{28.} Access your Potential (Digital Skills) and COVID-19 Facility (Digital Transformation) programs, which seek to develop the fundamental technological skills to face the challenges brought about by the industrial revolution.

^{29.} Programs such as Digital Academy and Knowledge Center, in which professionals can acquire tools to carry out highly innovative digital transformation processes and positively impact organizations.



Our portfolio of digital solutions

Own N.N.12

Within the Firm we have a portfolio of digital solutions based on new technologies, which are implemented internally and offered to our clients. During FY22, we worked on four professional services:

Smarp:

It is an internal communication platform that connects employees in a segmented way with the Firm's content, according to the services to which they belong. This allows them to share in an easier way and from their personal social networks the content of their services, giving greater impact and visibility to the business and increasing their relevance as experts in their network of contacts, which can become potential clients for the Firm.

Metricool:

It is a digital tool that allows to efficiently manage, measure, optimize and administer the Firm's digital strategy in the different social networks that are part of the digital ecosystem. Its great advantages are the organization of content and time optimization. The data and services generated by this platform are 100% available for the Firm and the services with the objective of monitoring the behavior of our digital channels and being able to make strategic decisions based on the data.

Hotjar:

Hotjar is an online data analysis tool that provides information about user behavior on our website. Based on this data we can make decisions aimed at improving the usability of interfaces, design, content and forms.

Google Analytics:

Google Analytics is a web analytics tool, which allows us to understand the data that yields the traffic that comes to our website as a result of the efforts of advertising campaigns or other similar actions. The data generated in this tool are different from those of Hotjar, since Google shows us the data of users, sessions, page views, bounce rate, etc.

Indicators and goals

In order to measure the progress and effectiveness of the actions implemented to promote Innovation and Digital Transformation, PwC has defined the following goals:

Indicator	Goal FY22	Result FY22	Goal FY23
Digital ecosystem: Strengthening communication channels.	Include Podcasts within the ecosystem as an innovative education channel in a format much closer to our audience.	The implementation of the channel was achieved, with solid strategies to strengthen the digital ecosystem.	Increase the number of listeners to the podcast implemented in FY22.
Digital ecosystem: Increase in video format content.	15%	✓ 18%	30%
Digital ecosystem: Growth of our digital community. ³⁰	15%	№ 16%	30%
Increased investment in advertising in innovation topics.	87%	≥ 200%	63%
Percentage of employees who completed the Digital Quests.	100%	89%	1 00% ³¹
Total number of hours of training in digital topics (Digital LAN Academy).	It was not defined	5.848	8.560

^{30.} This measurement is based on the number of followers in our digital channels.

^{31.} This percentage includes new employees joining the Firm in the following fiscal year.

Challenges



- Difficulty to increase the number of social organizations that want to be part of the "Access your Potential - Digital Skills" program, due to the high offer of social programs with similar approaches.
- Limited access to internet and technological tools by some communities and beneficiaries of our social programs.

 Low availability of free time and knowledge of collaborators for the creation of new projects related to innovation and digital transformation.

Challenges and opportunities

Considering the information reflected in this chapter, as well as the international standards and trends related to innovation and digital transformation, we recognize the following challenges and opportunities for our Firm:



Opportunities



Expanding the coverage of volunteer programs and their beneficiaries thanks to virtuality, through strategic allies who provide computer equipment.



Increase the supply of content of interest to the beneficiaries of the digital educational programs offered by the Firm to the impacted communities.



Increase the participation of collaborators with professional and expert profiles in the topics offered in the volunteer programs.



Increase the offer of courses and trainings for employees, in order to develop digital skills in them.



Implement user experience improvements on the Firm's website in order to achieve a higher conversion rate of its visitors.



Increase involvement in the use of digital resources by partners and senior management of the Firm's service lines, in order to further market the services being offered.



Establish agile methodologies in the digital agency's projects, in order to achieve greater time efficiency.



Supporting Digital Academies in other PwC territories based on lessons learned.



Implement LinkedIn Sales Navigator with the objective of generating greater impact on the commercial management of services.

Information security and cybersecurity



- Collaborators
- Clients
- Suppliers



PwC Values

- We act with integrityWe make a difference





Goals: 16.10 y 16.3

GRI 3-3

At PwC we are committed to protecting the data and privacy of our employees, clients and third parties, thus reinforcing the trust they have placed in us. To achieve this, we strive to strengthen awareness of the importance of the proper treatment of information, so that our employees know, understand and apply the policies, guidelines and processes relating to information security.

The Firm has internal training programs that provide the knowledge required to avoid leaks, theft or loss of information, protecting the data of all those involved and preventing sanctions and reputational damage. Additionally, we continuously monitor contractual relationships with clients, ensuring that services are being provided under strict compliance with local and international regulations on information security.

³⁴.Account-based marketing (ABM) is a strategic approach to trade marketing where resources are focused on understanding target accounts and communicating individually with them.



Milestones

Implementation and development of information security and third-party verification services, in which PwC is a global leader, according to reports by ALM Intelligence³² and Forrester³³.





Implementation of massive communication campaigns through social networks seeking to position cybersecurity services.

Identification of potential customers and competitors in cybersecurity services, implementing actions with an account-based marketing³⁴.





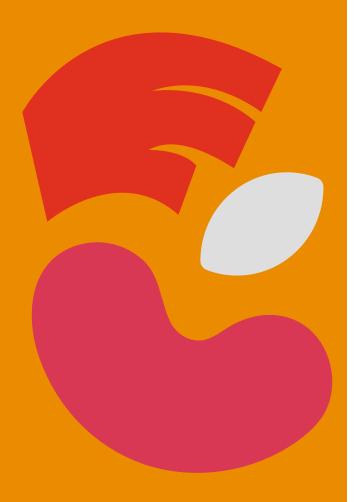
Construction of a LAN level course in Spanish that allows to have a better understanding of the importance of information security.

³² Information obtained from the report <u>"ALM Intelligence</u> Pacesetter Research, Cybersecurity Consulting 2022". ³³·Información obtenida del reporte_"*The Forrester Wave*™: Global Cybersecurity Consulting Providers, Q4, 2021".

Our policies, commitments and guidelines

Our commitments related to information security and cybersecurity are embodied in the following Firm policies:

- Personal Data Processing Policy.
- Internal Policy on the processing of Personal Data.
- Data Processor Policy.
- Cookie's Policy.
- Privacy Policy.
- Information Security Policy.



Measures to ensure information security

Own N.N.16; 17

Caring for the integrity and security of our clients' data and information has always been a primary objective for us, as we seek to build trust with our stakeholders by meeting cybersecurity requirements and their expectations in this regard.

To achieve this goal, we have implemented a comprehensive global program known as NDPP (Network Data Protection Programme), which promotes practices and standards across the PwC network that achieve a robust level of protection and appropriate use of the personal data of the Firm's stakeholders. This program considers laws, decrees, regulations and other territorial regulations.

The following are some of the laws, decrees and regulations considered in the NDPP program, which dictate provisions on information security and cybersecurity in areas such as the right to personal privacy, information processing, protection of personal data, among others.

- General Data Protection Regulation of the European Union 679 of April 27, 2016.
- Article 15 of the Political Constitution of Colombia.
- Law 1266 of 2008.
- Statutory Law 1581 of 2012.
- Regulatory Decree 1727 of 2009.
- Regulatory Decree 2952 of 2010.
- Partial Regulatory Decree 1377 of 2013.
- Decree 1759 of 2016.

On the other hand, we have an information security management system (ISMS), in accordance with ISO 27001:2013 certification, which certifies that the Firm has an information security system that ensures the confidentiality, integrity and availability of information. The scope of the system is the CS&P (Cybersecurity & Privacy) business unit in the line of Advisory.

For the proper design, operation and maintenance of the ISMS senior management will:

- Maintains its commitment to proper information security risk management, resource allocation, and definition of roles and responsibilities through the information security policy.
- Performs adequate management of business risks associated with information security.
- Actively participates with its review to assess the performance of the ISMS to ensure the resources and its suitability, adequacy, effectiveness and ongoing alignment with the strategic direction of the Firm.

Investing in information security and cybersecurity

Own N.N.18

With the rapid development of new technologies, business leaders face increasing risks related to data privacy and the security of their customers' information. According to our Digital Security 2022 survey, in Colombia 60% of business, technology and security executives expect an increase in cybercrime in the coming years³⁵. In order to prevent these attacks, in FY22 an investment of \$283.386 was made in digital security.

Information security training

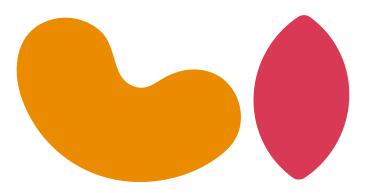
Own N.N.20

According to the European School of Excellence, one of the most efficient strategies to strengthen cybersecurity structures in organizations is to raise employee awareness of cyber risks, as it favors the creation of a solid information security culture. Within the Firm's training and upskilling program, there is the e-learning course NDPP - Network Data Protection Programme. This mandatory course aims to provide all employees with basic knowledge of the implications of data protection and how to collect, handle and use personal data under PwC's quality and security standards. In FY22, the compliance rate for this course was 83%.

Substantiated claims

GRI 418-1

During FY22 there were no substantiated claims related to privacy violations, leaks, theft or loss of data from third parties. This is thanks to the correct handling of information by our employees and the training we have provided them with regarding the care of information.





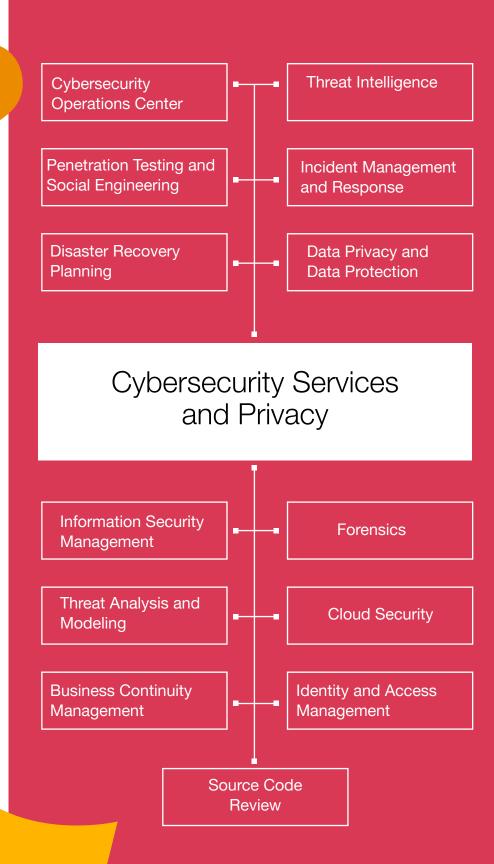
^{35.} Information obtained from the article "Digital Trust Insights Colombia 2022"

^{36.} Information obtained from the article "Benefits of Information Security Training for Organizations".

Cybersecurity related services

Own N.N.19

Just as cybersecurity is important for our business, we also recognize the importance of this issue for our clients. That is why from the Advisory line we have an offer of cybersecurity and privacy services, which seeks to provide solutions to organizations to prevent cyber-attacks with an approach based on business understanding, technological innovation and human knowledge.



In this fiscal year, we have had an average increase of 29% in demand for cybersecurity services, especially in the automotive and financial services industries.

Industry	Comparison of demand for cybersecurity services. FY22 with FY21
Agribusiness	0%
Automotive	200%
Energy, Mining and Utilities	-47%
Government & Utilities	33%
Manufacturing	17%
Infrastructure	0%
Retail and Consumer	50%
Healthcare and Pharmaceuticals	-33%
Financial Services	67%
Technology, media and telecommunications	0%

Indicators and goals

In order to measure the progress and effectiveness of the actions implemented to promote information security and cybersecurity, PwC defined the following goals:

Indicator FY22 -FY23 Goal **Result FY22**

Percentage of employees trained in NDPP.

100% 83%

Substantiated complaints regarding breaches of customer privacy and loss of customer data.

To have 0 complaints from third parties regarding the processing of information.

No complaints were received from third parties regarding privacy violations.

Policies, processes, and practices related to data security.

Updates to our Contracts and Policies 37



Considering the information reflected in this chapter, as well as the international standards and trends related to information security and cybersecurity, we recognize the following challenges and opportunities for our Firm:

Challenges





Ensure that employees internalize the importance of cybersecurity training for their personal and professional development, as well as for their activities within the Firm.

Difficulty in adapting all organizational processes and the habits of employees, in order to be protected against new cyber threats.

Opportunities







Include information security and cybersecurity reports in leaders' meetings with their teams to encourage compliance with cybersecurity requirements.

Increased demand for cybersecurity services.

^{37.} Includes labor contracts with employees, contracts with customers and service proposals, and contracts

³⁸.By satisfactory level we mean that as a result of the audits carried out on contracts and policies, the terms and clauses related to information security are up to date.



Our people

To achieve our commitment to be agents of change and make a difference, we recognize that our most valuable asset is the time, skills, experience and knowledge of our people. Therefore, we seek to create flexible, safe and inclusive spaces where diversity is encouraged and where our employees can develop their technical, soft and digital skills. At the same time, we are committed to respecting and promoting human rights, and we fully integrate them into our business practices.

Human talent



- Contributors
- Society / Communities
- Senior Management and Partners



PwC Values

- We make a difference
- We care
- We work together

SDGs and Goals



Goals: 3.3, 3.9



Goals: 4.4, 4.5



Goals: 5.1, 5.5



Goals: 8.2, 8.3, 8.5, 8.6, 8.8



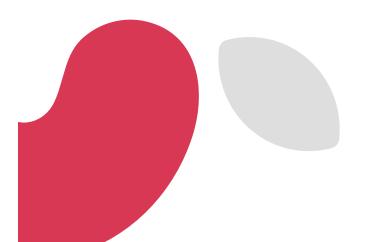
Goals: 10.2, 10.3

GRI 3-3

We are a community of solvers, led by talent and driven by technology, building trust and delivering lasting results that make a difference, as stated in our global strategy "The New Equation". Our distinctive experience of working at PwC helps us connect and amplify our message that people matter most, being a Firm that leads with the heart, committed to unleashing the potential of each individual and helping them develop their distinctive capabilities by managing innovative, purpose-driven work from an inclusive, team-based leadership in an environment of constant evolution and flexibility.

Within this framework and taking into account our PwC Global Statement of Human Rights, we strive to recruit, train and retain the best professionals, offering them a high-quality experience that allows them to increase their skills and abilities, while promoting their wellbeing and quality of life.

Commitments to our people are based on:





Talent attraction and retention:

As a Firm, we seek to generate an impact on society by generating employment opportunities guided by our Diversity and Inclusion policy. In this way, we encourage the promotion of a culture of respect for diversity, equality, non-discrimination and labor inclusion, taking into account our six aspects: ethnicity, gender, generation, disability, LGBTI+ and religion, providing equal treatment, rights and opportunities.

With this, we seek to both recruit and retain the best talent in the country and provide opportunities for young people to enter the labor market.

In addition, we are aware of the changes in professional expectations, salaries and ways of working of young talent in the country; therefore, from the Firm we constantly update our labor policies to align them with the needs of the market and our employees.



Well-being and quality of life:

We approach Wellness in a comprehensive manner, so our strategic framework includes Psychosocial Risk Management, the promotion of the various benefits offered by PwC -including the PwC Flexibility Policy-, the fundamental management in the area of mental health of our employees and the Be Well Work Well program.



Changes in expectations and turnover:

Changes in the expectations, habits and behaviors of our employees and the new needs of the market pose key challenges to our ability to retain talent.

In accordance with these new challenges, we are carrying out projects aimed at Wellness and Flexibility, Integral Leadership, Collective Co-construction through Action Committees of all Service Lines at the Territory level, and Recognition, among others.



Diversity:

We are agents of change, building a diverse and inclusive culture that allows us to continue living with dignity and where we can act from our authenticity. We are aware that we must continue to strengthen our values and generate safe spaces where all our employees can develop successfully, valuing each of their differences.

To this end, we have implemented the "Annual Program for the promotion of inclusive practices and the opening of safe environments", which seeks to promote training, rapprochement and reflection on issues of Diversity and Inclusion.



Professional growth and skills development:

At PwC, we are interested in the integral development of our professionals, which is why we provide training opportunities, both in soft and technical skills.

For example, we implement training plans that meet technical curricula according to the needs of the services: PwC courses on Network Standards; management skills courses, such as the Leadership School; and study financing programs that include internal courses, postgraduate courses or English programs.

In addition, we provide opportunities for learning, experience and knowledge, such as the Global Mobility program, which promotes the mobility of our professionals worldwide, their personal and professional development, as well as the formation of diverse teams.



Occupational Safety and Health (OSH):

Our focus is to achieve zero occupational and environmental accidents; through the proper identification of hazards, risks, opportunities in the execution of our projects, and the development of activities that seek continuous improvement of the Integrated Management System HSEQ (Health, Safety, Environment and Quality) for all employees, contractors and stakeholders of the Firm.

Ours polices, commitments and guidelines

Our commitments related to Human Talent management are reflected in the following policies, manuals and regulations of the Firm:

Integrated Occupational Health and Safety, Environment and **Quality Management System** (SIG-HSEQ) Policy

Complaint and Grievance Reporting Policy

PwC Flexibility Policy

PwC Study Funding Policy in conjunction with the PwC Internal English Academy

Diversity and Inclusion Policy

Disconnection from Work Policy

Integrated Management System Manual

Risk, Opportunities and Stakeholders Matrix Health and Safety Regulations

Industrial Hygiene and Safety Regulations

Legal Requirements Matrix

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235 employees have been with us for more than a decade, an increase of 32% over last year.



We had 95% participation in our annual GPS Global People Survey, increasing two percentage points compared to the previous year.



We designed and implemented the "PwC Colombia Leadership School", which offers a space for personal learning with concrete tools to strengthen comprehensive leadership competencies and the PwC professional competency model.

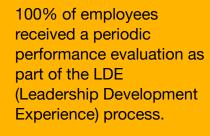


We were able to optimize contracting processes through the use of technological tools that allow us to anticipate the high-demand seasons of



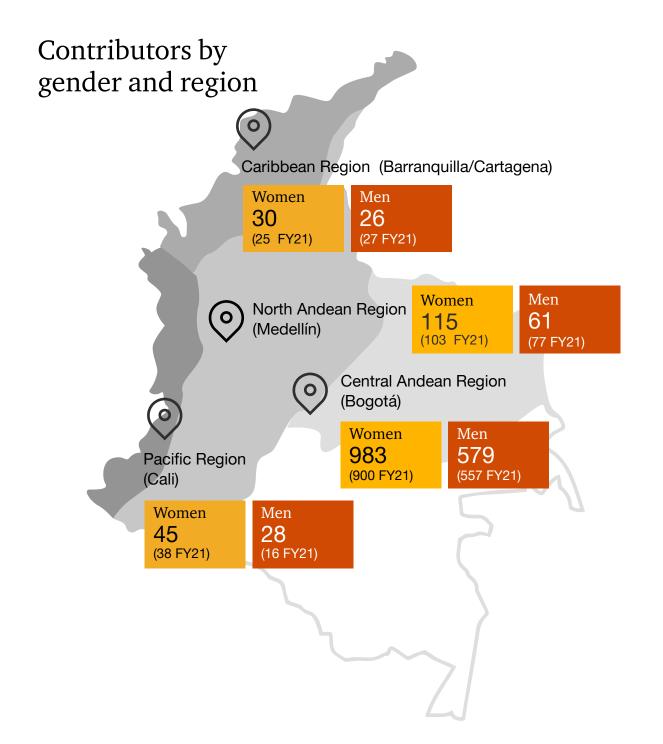






Our People GRI 2-7; 2-8, Own N.G.1

For FY22, our workforce consisted of 1.867 employees with labor contracts throughout the territory, 94% of which were permanent contracts. In addition to this figure, we have 79 suppliers with service contracts.

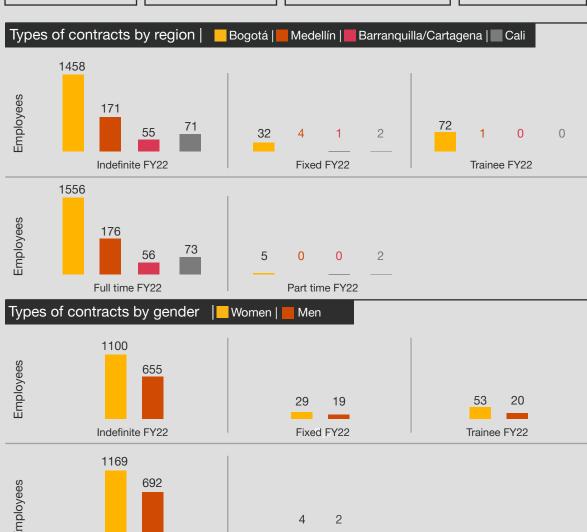




Full time FY22

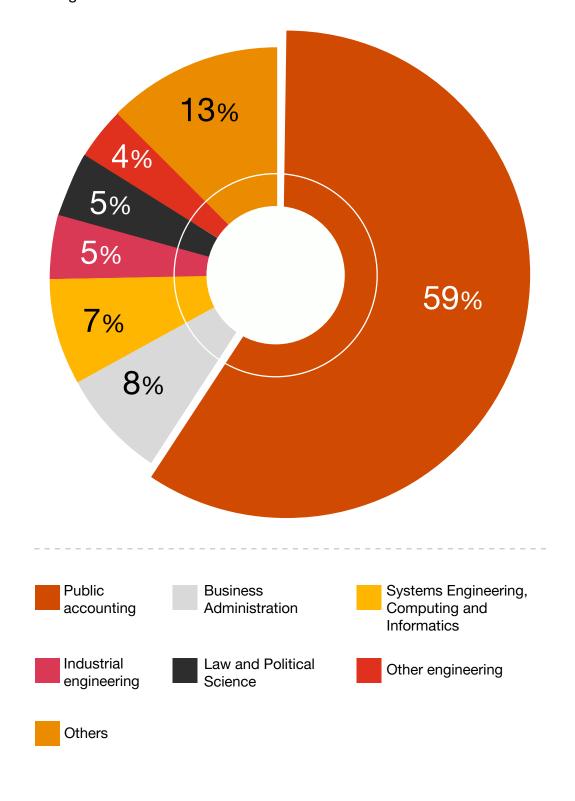






Part time FY22

Seeking to provide comprehensive and specialized solutions to our clients, the PwC team has a wide technical diversity and more than 114 different professions. Among the main ones are:



The history of our people at the Firm GRI 401-1. Own N.G.5; B.G.6

Our strategy, The New Equation, seeks to attract the best talent in the world and offer specialized services according to our clients' needs, in order to continue generating trust and sustainable results through our value proposition.

At PwC Colombia we are proud to report that during FY22 we had 875 new hires, as a result of which there was a 6% increase in the total number of our employees compared to the previous period.

New Hires

By age	Total	Composition
Under 30 years	637	73%
30 to 50 years	229	26%
More than 50 years	9	1%

By gender	Total	Composition
Women	520	59%
Men	355	41%

By region	Total	Composition
Bogotá	714	82%
Medellín	104	12%
Barranquilla/Cartagena	19	2%
Cali	38	4%

Withdrawals

By age	Total	Rotation
Under 30 years	409	47%
30 to 50 years	283	39%
More than 50 years	5	7%
By gender	Total	Rotation
Women	383	54%
Men	314	46%
By region	Total	Rotation
Bogotá	546	40%
Medellín	113	65%
Barranquilla/Cartagena	15	29%
Cali	23	37%

In our Hopes and Fears Survey PwC 2022³⁹, one in five employees commented that they were likely to change employers in the next 12 months. This year we had a 42% turnover rate at the Firm, with those under 30 years of age being the group with the highest turnover.

In order to mitigate turnover in our Firm, the loss of talent and strengthen leadership practices in our employees, we have managed the **Engagement Analytics** project. This methodology allows us to identify the causes that have the greatest impact on employment decisions and, thus, achieve a focused and personalized intervention to meet the professional needs and expectations of our employees. One of the results of this process is the +Conectados Contigo project, which includes key dimensions such as trust, communication, connection, recognition and flexibility.

In relation to the new talents incorporated to the Firm, 50 joined as interns and apprentices and 20% of them were hired at the end of their internship period. In addition, 129 young people joined PwC Colombia, this being their first work experience.

The permanence of talent within PwC, as well as the effort, dedication and commitment of our employees, allows us to deliver value to our clients and position ourselves as a leading professional services firm. Thus, we recognize that our people are our greatest asset and we are proud that, of our current staff, 235 collaborators have accompanied us for more than a decade on this path. The following is the number of collaborators and their years of permanence in the Firm.

Number of years with the Firm	Number of collaborators FY22
0 to 5 years	1.323 _(1296 FY21)
6 to 10 years	309 (270 FY21)
11 to 15 years	112 _(74 FY21)
(L) 16 to 20 years	35 _(23 FY21)
More than 20 years	88 (80 FY21)



Patricia Archila Calvo, Senior Manager - Advisory

I admire PwC and have always been proud to be part of this company. I joined the firm without knowing what my contribution could be, but I have been fortunate to have the support and guidance of several people during these years. A very enriching and satisfying aspect of my work in PwC has been the development of projects that have offered many people in different regions of the country the opportunity to have their first job in a company willing to believe in their learning capabilities. We have consolidated a work team that understands this work as a social and environmental commitment. This demonstrates PwC's permanent interest in achieving a better place for all of us.

^{39.}Information obtained from our <u>global survey on Expectations and Fears.</u>

PwC Professional

GRI 404-3, Own N.G.6; G.G.13

At PwC we seek that our employees develop different skills to grow, learn and progress as professionals. The skills that we consider key to the development of professional life at PwC are described in the PwC Professional attributes framework:



- Integral leadership: I lead myself and others to make a difference and create positive impact in a responsible, authentic, resilient, inclusive and passionate way.
- Relationships: I build high-value relationships that are genuine and significative.
- Business acumen: I bring business insights, innovation and other perspectives that create distinctive value for clients and for PwC.
- Technical and digital: I apply a wide variety of technical, digital and professional capabilities to deliver quality and value.
- Global and inclusive: I operate and collaborate effectively with a mindset that transcends boundaries and embraces diverse perspectives.

To achieve the strategic objectives of the PwC Professional, the Firm manages the global development process Leadership Development Experience (LDE), through which all our permanent employees with more than two months of seniority receive continuous feedback on their professional development from a collaborator with more experience in the Firm and who is called Career Coach. The LDE includes:



Planning:

Definition of goals and development plan for the fiscal year, involving career plan, professional interests and objectives, and experiences and growth opportunities for continued development.



Snapshots:

Management of continuous feedback on the projects executed during the year, always within the framework of the five attributes of the PwC professional.

In FY22, 4.867 Snapshots were recorded, which means an average of two snapshots per employee.



Career Roundtable:

Performance evaluation in which the lead partner of the line, the Team Leader and the Human Resources team meet to review and issue a rating to each collaborator and establish possible promotions and category changes. 62 meetings were held, including 1.645 employees for performance evaluation.

In FY22, 100% of employees received a periodic performance evaluation⁴⁰.



Oscar Javier Castro Learning & Education Assistants

Performance evaluations are of vital importance, as they gather the perceptions of the impact that we are providing to our environment with our work; consequently, they help us to identify our opportunities for improvement.

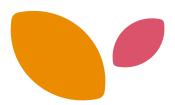


^{40.} This evaluation only applies to employees with an indefinite term contract. It does not apply to Partners, Associate Partners, Assurance Line Managers, trainees and people on any type of leave of absence.

Committed to the professional growth of our people, and as a result of excellent professional performance, in FY22 506 employees were promoted to new positions.

FY22 promotions by category⁴¹

Category	Women	Men	Total
High	4	12	16
	(9 FY21)	(7 FY21)	(7 FY21)
Middle	11 (6 FY21)	9 (13 FY21)	20 (19 FY21)
Senior	65	39	104
	(38 FY21)	(36 FY21)	(74 FY21)
Staff	236	130	366
	(90 FY21)	(51 FY21)	(141 FY21)



⁴¹. The categories described include different positions within the organization, which are categorized as follows: Staff: Junior Consultants, Associates, P and L, Consultants, Analysts, Assistants, Assistants, Secretaries, Trainees and Apprentices; Senior: Chiefs, Senior Associates P, M and L, Senior Consultants and Coordinators; Middle: Managers; High: Partners, Associate Partners and Directors.

Compensation

GRI 2-19; 2-20, 405-2

In accordance with our Human Rights Declaration and our general compensation guidelines, we are committed to offering fair salaries and recognizing all the rights that our people have, complying with all the provisions of the Substantive Labor Code and our Diversity and Inclusion policy.

To ensure transparency in our processes, we have a salary scale that is supervised

by the Board of Directors, considering the labor market and the level of responsibility of each position. The differentials to be in the middle and maximum category of each position are assigned based on the skills, responsibilities, academic training and/or experience, level of English and/or certifications and performance evaluations of each collaborator along with the profile of the position they occupy.

Employment category	Ratio Base salary ⁴²	Average Remuneration Ratio
Middle	1,26	1,07
Senior	1,00	0,96
Staff	1,00	0,86



Less than 1, men have a higher





Greater than 1, women have a higher remuneration.

In relation to Equity Partners, there are a series of internal rules that define their compensation and adherence to PwC. In addition to leading the Firm's strategies and operations, these types of partners make a

capital contribution and their compensation depends on the capital invested, their responsibilities, their performance as partners and the performance of the Firm as such.

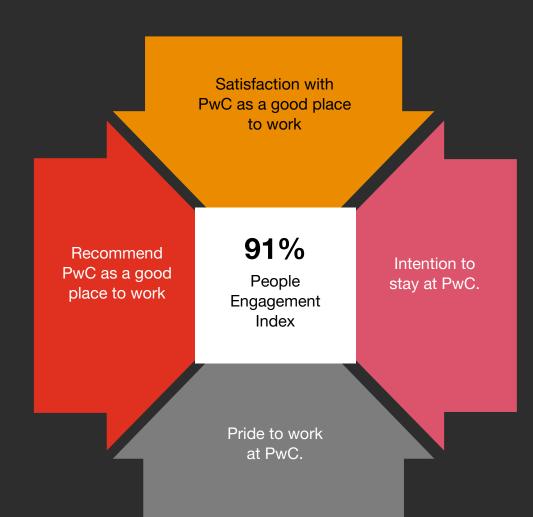
^{42.} The base salary refers to the minimum salary income per category of personnel income. The ratio for high category is not reported because the people who occupy this position are usually promoted within the company and are not new hires.

Well-being and development of our people

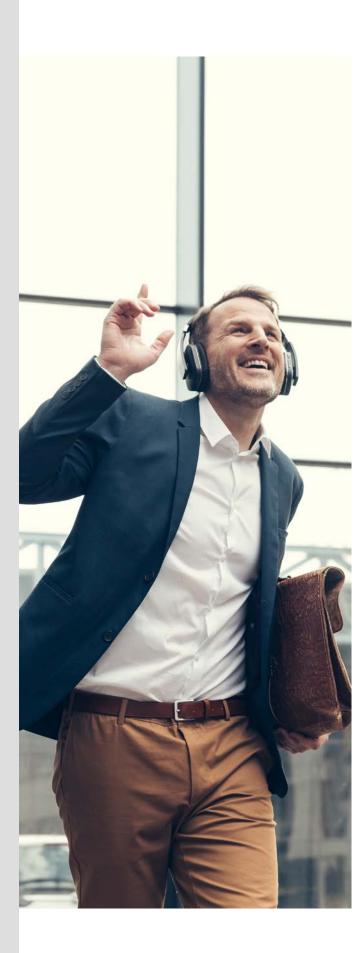
Own N.G.4

At PwC we want to continue improving the work experience of all our employees, which is why every year the Global Network uses the Global People Survey (GPS) as a tool to evaluate the level of employee engagement within the member firms and thus identify the strengths, challenges and opportunities in relation to the management of our human talent.

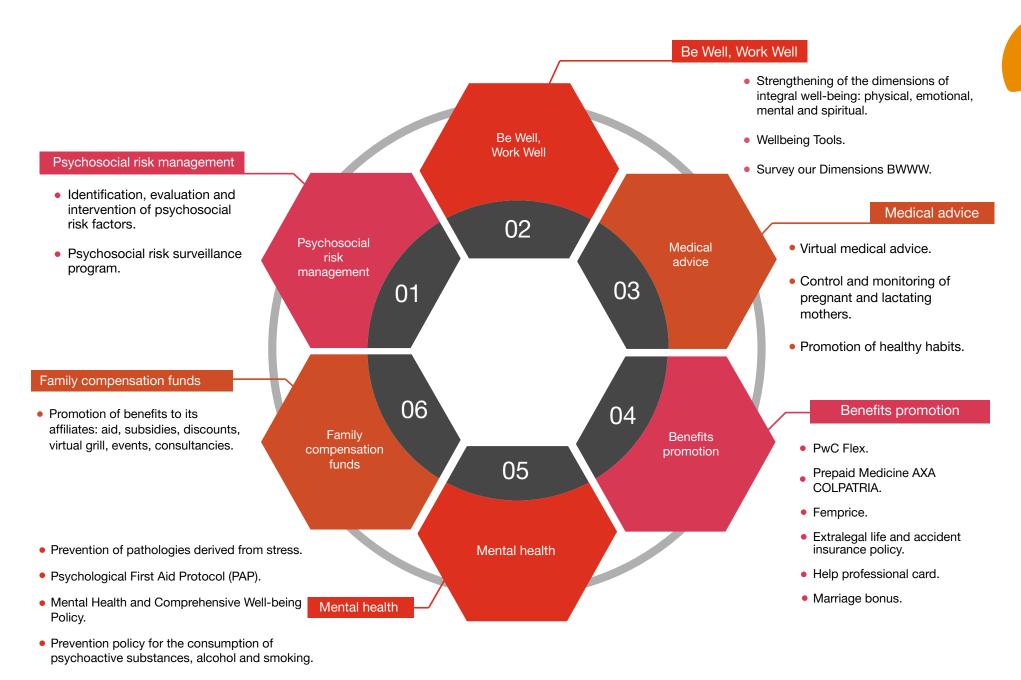
This fiscal year we achieved a 95% response rate in our GPS survey, two percentage points higher than the previous year. The main result of this survey is the People Engagement Index, which gathers the results of four main indicators and in which we obtained four percentage points more than FY21.







On the other hand, we have a strategic wellness framework, which aims to help our employees to be their best personal and professional version. The six pillars of our strategic framework are:



This wellness program also includes the following benefits for the Firm's employees⁴³:



Life insurance



Recognition by seniority



Recognition of important dates



100% payment for disabilities



Marriage aid



End of the year's party



Host program



Technical certifications inside and outside the country



Prepaid medicine



Support in visa processing



Welfare aid



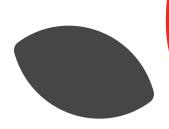
Extralegal vacations



End of the year gift for employees' children



Assistance in issuing a professional cardn





^{43.} Access to benefits applies according to criteria defined by the Firm's internal policies.

Flexibility Policy PwC Flex Own N.G.14

At PwC Colombia we have a Flexibility Policy, made up of seven programs that seek to improve the quality of life, well-being and the appropriate balance between life and work of our people. In addition, we seek to adapt our modality and way of working to the current changes in the labor market.



We give our collaborators the freedom to choose the time slot that best suits their convenience and interests.



We have a hybrid work modality. Using face-toface strategically.



We support mothers by providing more time with their children and families to strengthen their ties and their personal lives.



We support fathers by providing more time with their children and families to strengthen their ties and their personal lives.



Flex B-Day

We celebrate the birthday of our collaborators giving them more flexibility one day in their birthday month.



Flex study



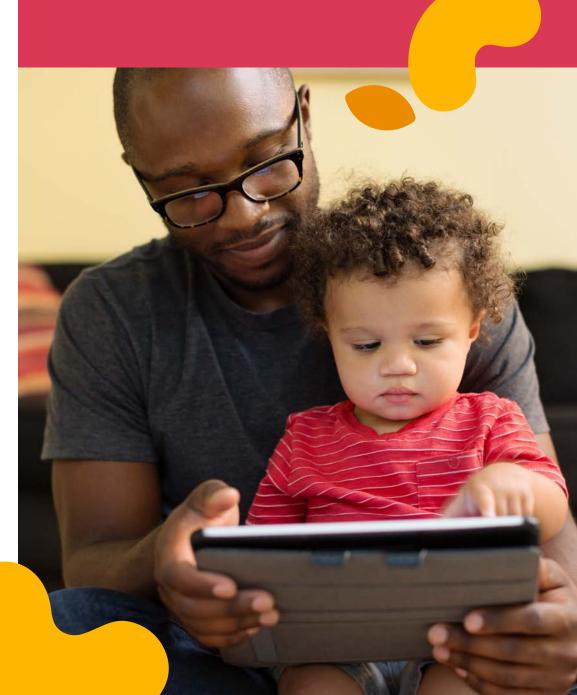
We offer new collaborators who are completing their undergraduate studies the possibility of dedicating part of the day to their studies.

We give our collaborators the opportunity to enjoy half a free business day in the month.

It is worth noting that in FY22 100% of our employees used this flexible work policy.

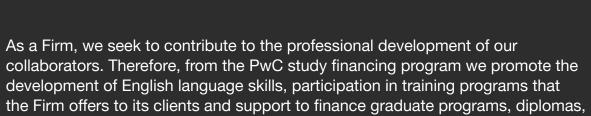
Parental leave: GRI 401-3

In FY22, 46 employees (37 women and 9 men) were entitled to and took parental leave granted by the Firm, of which 91% returned to work and 56% remained with the Firm 12 months after the leave.



PwC Study Financing Program

Own N.G.10



In this fiscal year, we are pleased to share that we have 496 beneficiaries of our study financing program, distributed in the following initiatives:

certifications and even some undergraduate programs.

Diversity

Own N.G.2, GRI 405-1, 406-1

At the Firm, we have a Diversity and Inclusion Policy and a Diversity and Inclusion Committee, which aim to establish and take care of the guidelines and position of the Firm in relation to the promotion of a culture of respect for diversity, equality, non-discrimination and inclusion in the workplace.

The committee, in which 15 volunteer collaborators participate, aims to promote inclusive practices, the opening of safe environments and the planning of activities aligned with the six aspects of diversity:

English program

440

+252% FY21



Internal program (Knowledge and Experience Center)

18

+20% FY21

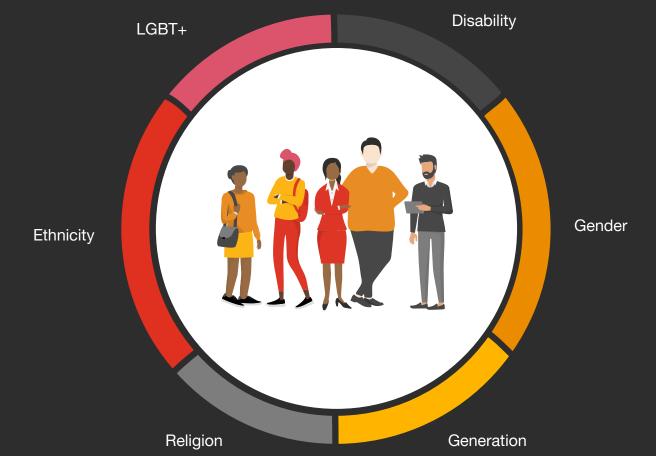


Postgraduate Program

38

+58% F2Y1







Among the actions to promote diversity within the Firm, the following stand out:

Conversations "Traveling towards our DNA: Diversity and Inclusion PwC"

Claudia Varela, author of the book DiversIQ, was invited to share with us a series of conversations in which she raised awareness about some strategies, challenges and advantages of developing an inclusive culture in organizations. The speakers were members of the Firm's Senior Management and all the Firm's collaborators had the opportunity to ask questions of interest.

Our results in the Aequales PAR Ranking

We ranked 103rd out of 356 companies evaluated in Colombia.

Compared to companies of the same size, we ranked 24 out of 126 similar organizations.

In the ranking by origin, we ranked 68 out of 146 companies.

ERG Shine

The ERG (Employee Resource Group) Shine is a safe space for members of the LGBT+ community and its allies who seek to promote the collective construction of a diverse and inclusive culture, where our people can work fully. On July 3, 2022, we participated in the LGBT+ Bogotá Pride March, together with other companies of the Pride Connection Colombia Network, in a day framed by respect, empathy and recognition of the authenticity of each one of us.

Characterization Survey: An Inclusive Firm

Aims to recognize and describe the characteristics of our collaborators around the six diversity edges that have been defined in the Firm, with the purpose of facilitating the development of policies, training and activities that recognize differences, promote equal rights and equal opportunities.

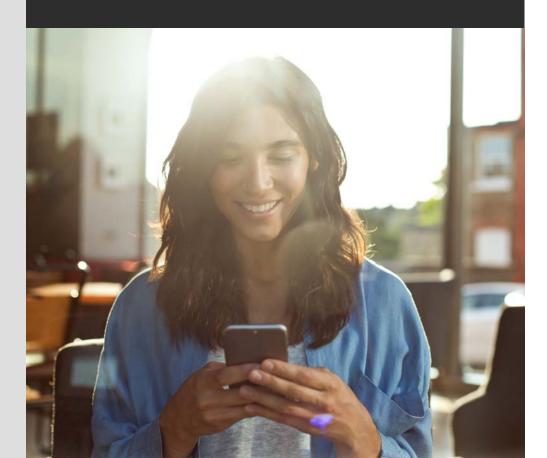
PwC Diversity and Inclusion Month

Annual space of recognition and celebration of the diversity of our employees, in which various communications, activities, discussions, forums and meetings are held, through which awareness is raised about biases and also about strategies to build an inclusive way of thinking.



I consider that one of the most important decisions I have made in my life has been to decide to be myself. This has led me to develop a more positive and proactive attitude, in which, above all, I have learned to teach and set an example from who I am. And I think that's what we do at Shine, we teach how to be ourselves. We do this in a variety of ways, we've talked about bias, we've had film forums to talk about situations that, in one way or another, affect members of the community, but that also incorporate allies of people who are LGBT+.

Testimonial Alejandro Estrada, PwC Colombia Manager, Assurance.



According to a study published by **Harvard University in 2018**⁴⁴, companies with greater diversity in their workforce have, on average, better financial results because they allow themselves to approach problems from different perspectives. Given the nature of our business, it is very important for the Firm to have professionals of different backgrounds and ages, as well as to promote gender equality among its employees. Therefore, we are pleased to share that 63% of our collaborators are women and that in all our work categories, from staff to high, we have people of all age ranges.

Percentage of employees by employment category and gender

	Job category and gender	Women	Men
	Partners or Associate partners	29%	71%
	High	46%	54%
	Middle	55%	45%
00	Senior	62%	38%
	Staff	66%	34%

Percentage of employees by labor category and age

Job category and age	< 30 years	30 to 50 years	> 50 years
Partners or Associate partners	0%	55%	45%
High	1%	69%	30%
Middle	7%	84%	9%
Senior	26%	70%	4%
Staff	73%	25%	3%

On the other hand, in FY22 we had zero discrimination cases reported.

^{44.} Information obtained from Harvard Business Review.

Formation

GRI 404-2; 404-1. Own N.G.11

According to our global Hopes&Fears 2022 survey of more than 32.000 workers from different sectors, 77% of them are willing to learn new skills to improve their performance at work and 39% of them showed concern about not receiving enough training in digital and technology skills.

To this end, PwC Colombia offers various types of training through virtual sessions and e-learning courses that address training in the Firm's identity and the development of soft, technical and electronic skills.

During FY22, participation in our training programs was as follows:

1.642 (88%)

Employees participated in the digital programs, which include courses associated with the Digital Upskilling initiative.

1.604 (86%)

Employees participated in **technical skills programs**, aimed at increasing work efficiency and understanding of new methodologies.

1.838 (98%)

Employees participated in the **Firm programs**, which consist of courses applicable to the entire organization, both global and local.

1.549 (83%)

Employees participated in the independence programs, which aim to provide updated information on Risk and Independence issues and thus prevent situations that could have a negative impact on the Firm and its employees.

In addition, we launched the specific Inclusive Mindset Learning Path training, which develops specific content on the topic of Diversity and Inclusion, key to our Integral Leadership of the PwC professional.

I have been surprised by the wide variety of courses and topics in the e-learning training program. In addition to training on internal and quality issues of the Firm, I have been able to take courses to improve my data analysis skills and strengthen

concepts on ESG issues.

Mariana Rodríguez, Sustainability and Climate Change Assistant

A total of **198.059 training hours**, were recorded during FY22, increasing by 63% over the previous fiscal year. The average number of training hours for women for this fiscal year was 113 hours and 95 hours for men.

		Total train	ning hours		Average hours of
	Assurance	Advisory	TLS	Administration	training in FY22 per employee
High	5.013	1.474	2.298	444	68
Middle	12.475	4.803	3.851	959	92
Senior	15.735	6.667	7.747	1.747	97
Staff	74.339	29.383	24.846	6.547	117

Occupational health and safety

GRI 403-1; 403-8; 403-2; 403-10; 403-6

The Firm, through the Occupational Safety and health Management System (OSH), led by Senior Management, guarantees coverage of 100% of our employees, direct and indirect personnel, temporary employees and contractors. This system promotes safe workspaces, cares for the physical and mental health of our employees, controls risk agents that cause accidents and occupational diseases, and implements epidemiological surveillance programs to mitigate the highest occupational risks. In addition, the occupational health and safety management system permanently monitors the applicable legal requirements and ensures compliance with them. The most relevant requirements include the following:



The Firm also has a methodology based on the Colombian Technical Guide GTC 45 to identify, evaluate, assess and mitigate risks related to damage or injury to employees, facilities, equipment and the environment.

Based on the results of this methodology, corrective actions are defined to ensure a continuous process of optimization, improvement and updating, minimizing risks and identifying new opportunities. In FY22, we had three cases of recordable occupational illnesses and diseases, which were satisfactorily managed through the Firm's ARL.

The communication channels and mechanisms for reporting or notifying in a timely manner the hazards or situations that may trigger an occupational accident or occupational disease are as follows:

 $01 \square$

Unsafe acts and conditions report card

Through this card, employees can report dangerous situations detected in their workplace or in their work environment.



Through this channel, employees, suppliers, customers and senior management express their concerns, suggestions and report any hazards or dangerous situations they identify in their work environment.



HSEQ Press Releases

Periodically, communiqués are issued informing employees of potential hazards they may encounter in their workplace and the respective controls to mitigate, report and address the described hazards.



With this mailbox, employees can actively contribute to the continuous improvement of the Firm.



This survey measures the perception of employees and suppliers regarding the quality of the Firm's support processes.





Be Well, Work Well

Committed to caring for the health of our people, inside and outside the workplace, we take a holistic approach to wellness through our **Be Well, Work Well** program:



Physical dimension:

It is the main source of energy, which is maintained by good sleep habits, exercise, nutrition and rest.



Mental dimension:

It is the ability to direct attention where you want and when you want during the day. They are the cognitive capacities (attention, memory, concentration) that help to make better decisions and have critical thinking.



Emotional dimension:

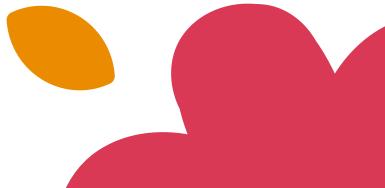
It is the ability to manage emotions and feelings. Possessing a greater amount of positive emotions (empathy, gratitude and compassion), makes people more resilient and effective.



Spiritual dimension:

It is the personal source of motivation, inspiration and determination inside and outside of work. It is about what matters most on a personal, family and social level and how it influences life's purpose and meaning.





Indicators and goals

In order to measure the progress and effectiveness of the measures implemented to promote Human Talent management, PwC has defined the following goals:

Indicator	FY22 Goal	FY22 Result	FY23 Goal
Number of cases of discrimination presented in the organization and corrective actions taken.	0 (zero)		0 zero)
Percentage of participation in the GPS.	94%	№ 95%	96%
Number of employees benefiting from the study financing policy.	It was not defined	English course: 440 CCE courses: 18 External courses: 38	English course: 245 CCE courses: 99 External courses: 65
Scope of employees, activities, and workplaces covered by the Occupational Health and Safety Management System (OHSMS).	100%	≥ 100%	100%

Challenges and opportunities

Considering the information reflected in this chapter, as well as the international standards and trends related to Human Talent management, we recognize the following challenges and opportunities for our Firm:



Challenges



- Difficulty for the beneficiaries of the study financing programs and/or the English program to complete the entire program due to lack of time availability.
- Difficulty in raising awareness and applying the new flexibility policies that seek to improve the wellbeing of our employees.



- Increased hiring and training costs due to the talent drain associated with the high turnover in the firm.
- Difficulty in the connection between leaders and their work team beyond the work environment, due to the virtual work modality.

Opportunities



Expand the range of study financing program options offered to employees, to increase the scope of the program and provide more opportunities to improve their skills.



Continue to strengthen development and growth opportunities for our employees, from the LDE and the training processes in general.



Attract key talent to increase productivity and strengthen the Firm's competitiveness in today's dynamic and diverse market.



Continue to make inclusive job offers, with fair remuneration, commensurate with the functions and responsibilities of the position.



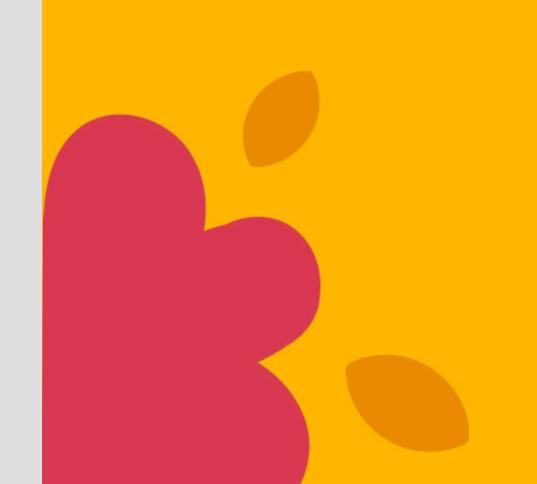
Implement the action plans that, from the Engagement Analytics project, were proposed in FY22 and adapt them according to the needs that arise in the dimensions of communication, connection, recognition, trust and flexibility and psychological security.



At PwC we are committed to being part of the solution to create value through responsible and sustainable business, doing things the right way and driving change in society and in our environment. That is why, recognizing the needs and problems of the communities in our country and seeking to create leaders aware of the world's current challenges, we focus our efforts on sharing our skills and experience to maximize the potential of our beneficiary populations, through education programs, gender equity training, programs to strengthen social organizations and corporate volunteer programs. In addition, we promote the responsible use of natural resources in our offices and in the environments where our people move, mitigating and compensating our impact on the environment.









Stakeholders

- Customers
- Suppliers
- Society/Communities
- Planet



PwC Values

- We make a difference
- We care
- We work together

As a Firm, we are committed to our purpose of building trust in society and solving important problems. Thus, recognizing the role we play in society as agents of change, our value promise is focused on positively impacting our stakeholders through our most valuable assets: the time, skills, experience and knowledge of our people.

At PwC we have defined that education is the most important input to contribute to the empowerment of our communities and to the generation of value in our society, as we consider it as a tool for social transformation, which allows us to enhance the talent of the beneficiaries, creating inspiring experiences and transforming their realities through new knowledge.

Our Corporate Sustainability Programs

Own Com.1; 2; 3; 4

During FY22, through our Corporate Sustainability strategy, we were able to have a positive impact on school-age children and young people, teachers at educational institutions, social organizations and entrepreneurs.

We had a total of

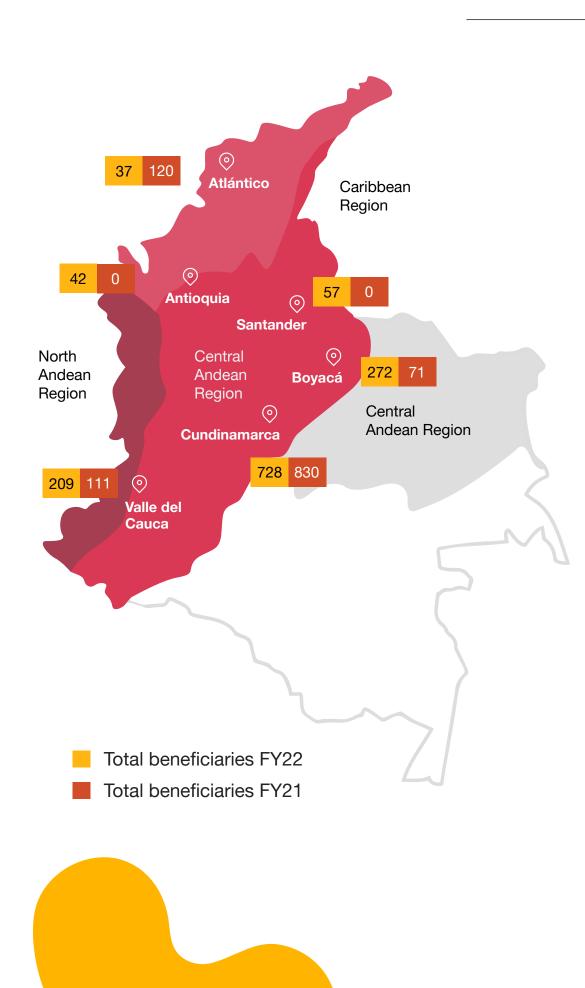
1.345 beneficiaries (1.129 FY21)

and 4 so

social organizations

Despite the challenges brought about by the pandemic, the opportunity to develop certain activities in virtual mode allowed us to increase the coverage and scope of our programs. At the same time, the search for new means of internal dissemination, such as e-mails, social networks and induction spaces, favored the participation of new volunteers.







294 _(145 FY21)

PwC volunteers.



4,8 (4,7 FY21)

in the level of volunteer satisfaction (measurement based on a scale of 1-5, with 5 being the highest score).



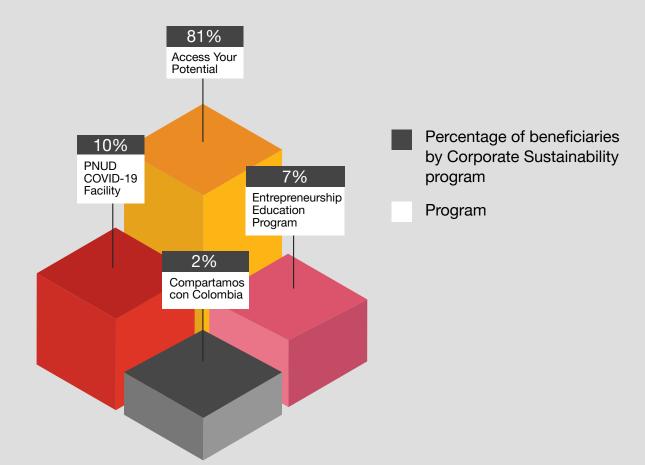
1.330 (968 FY21)

hours invested in our activities corporate volunteering, activities, both in education and institutional strengthening.



150'000.000 COP

financial contribution equivalent to the hours invested in corporate volunteer programs.



Access Your Potential: Financial Education and Digital Skills

Access Your Potential seeks, through inspiring experiences, to develop and empower children and young people with fundamental skills for professional success. In recent years, our educational programs have impacted students from educational institutions and social organizations in generating greater awareness of financial and digital issues, promoting their leadership and entrepreneurship within the national economy.

Considering youth unemployment as one of the main challenges facing our country, at PwC we work together to connect young people with the labor market, through our Global commitment "New World, New Skills", with which we provide the skills and knowledge of our people, to give students a first approach to the fundamental technological skills necessary for success in the future, as well as explore potential careers to transform their reality and that of the world.

During FY22 our program generated impact on:



1.095 students from 11 educational institutions.



250 PwC volunteers.



Invested a total of 1.072 hours.

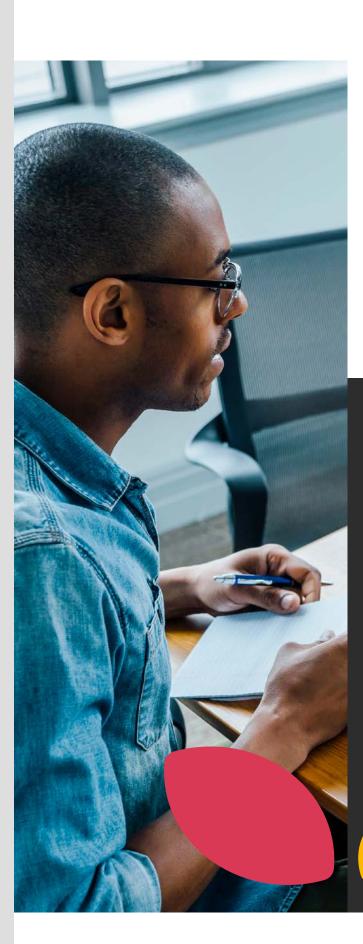
I liked the program because in each session we saw new things, which will help us in the future and I think that all the mentors with whom I had the class taught us well.

> **Beneficiary student - Access Your Potential** - Financial Education

For me it was of great interest; not only did I learn new concepts but I was curious about topics that emerged from the sessions to investigate and learn more. The activities were very dynamic and very participatory, the mentors were very proactive and varied, which allowed me to have a broader spectrum of learning. Thank you very much.

Beneficiary student - Access Your Potential - Digital Skills





Entrepreneurship Education Program

At PwC we believe that entrepreneurship is a key tool for economic development, innovation and productivity in Colombia. Therefore, we seek to positively impact micro and social enterprises through our education program for entrepreneurs, which consists of five modules on topics such as business creation, marketing, legal aspects, among others.

I found it a very enriching space which provided me with a lot of knowledge about what a business is and how one can make oneself known in the market. I would like these courses to continue so that we can continue developing and advancing in our knowledge.

Beneficiary - Education for Entrepreneurs Program



With the objective of creating and strengthening the skills of small and medium-sized enterprises (SMEs), we participate as strategic allies of the United Nations Development Program (UNDP), the International Chamber of Commerce and Global Compact, in the COVID-19 Global Facility program, sharing our knowledge on crucial issues such as data protection, business prototype validation, digital transformation and taxes.



Program for the Strengthening of Social Organizations - Compartamos con Colombia

We are one of the co-founding firms of Compartamos con Colombia, a non-profit organization that seeks to promote, support and enhance high-impact social initiatives. At PwC Colombia we support the Program for Strengthening Social Organizations, in order to help them scale their impact in a sustainable manner over time.

During FY22 we participated with the time and knowledge of 10 of our collaborators, seeking to help four social organizations in the country to strengthen their strategic situation, their value proposition and to create a portfolio of initiatives with competitive advantage, with the purpose of generating scalable and sustainable businesses.

Our suppliers

GRI 204-1, 414-1. Own Com. 5

To ensure the quality of our processes and adequate risk management, we have policies and procedures that include sustainable purchasing guidelines on issues related to the environment, occupational health and safety, and equity. In addition, we conduct a comprehensive risk assessment process that considers both inherent risk assessment (probability and impact) and final risk assessment (estimated purchase amount).

It should be noted that we carry out a periodic evaluation of suppliers, focused on compliance with legal requirements and our internal policies. The result of the annual evaluation must be between 70 and 100 points out of 100 for the supplier to be accepted.

According to the results of our 2022 outsourcing survey, only 17% of respondents would see local companies as their first choice for outsourcing their processes⁴⁵. However, we are aware of the role we play in the economic development of the country and the region, and therefore we seek to strengthen the regional supply chain and support the generation of income in the national economy; thus, in FY22 we hired 216 suppliers 76% of which were local.

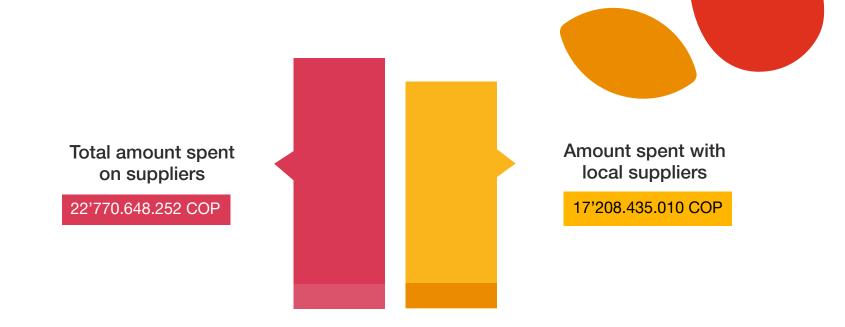


(213 FY21)

Local suppliers contracted.

(150 FY21)

They were evaluated and selected according to social criteria.



Indicators and goals

In order to measure the progress and effectiveness of the measures implemented to foster social development, PwC defined the following goals:

Indicator	Goal FY22 - FY23	FY22 Result
Percentage of participation of all employees in volunteer activities.	≥ 10%	≥ 21%
Number of beneficiaries impacted by volunteer programs.	≥ 800	✓ 1.345
Percentage of effective working hours invested by employees in corporate volunteer programs.	≥ 80%	≥ 110%

^{45.} Information obtained from Outsourcing Survey 2022 PwC Colombia



Environmental performance and climate change



Stakeholders

- Clients
- Suppliers
- Society/Communities
- Planet
- PwC Global
- Partners



PwC Values

- We make a difference
- Reimagining the possible

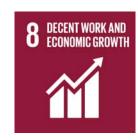
SDGs and Goals



Goals: 3.9



Goals: 6.4



Goals: 8.4



Goals: 12.2, 12.4 y 12.5



Goals: 13.1

GRI 3-3

At PwC we are aware of the importance of natural resources and the health of ecosystems for the proper operation of our economies and our management as a service firm. We recognize that we must take action against climate change, as it is one of the most relevant problems facing our planet that affects our health, the ability to grow food, housing, security, work, among others⁴⁶.

According to the latest report from the UN Intergovernmental Panel on Climate Change, greenhouse gas (GHG) emissions must be reduced by 43% by 2030, in order to avoid the most dangerous and irreversible effects of climate change⁴⁷. Within this framework, we have identified climate change as a relevant and systemic environmental risk, and we have generated actions to mitigate it and support our clients and other stakeholders in their transition to a low-carbon economy, establishing our Net Zero 2030 strategy under ESG criteria (environment, society and government).

In addition, we are aware of the environmental impacts we generate with our operations, so we work to prevent and mitigate the pollution we generate to water, soil and air.

In this vein, we are pleased to share with you the aspects that we take into account when addressing environmental performance and climate change at PwC:





Opportunities and risks related to climate change.

Net Zero 2030 Commitment.





Environmental impacts.

Initiatives to manage our impacts.

Our policies, commitments and guidelines

Our commitments related to our environmental performance and climate change are reflected in the following Firm policies, guides and guidelines:

- Integral solid waste management plan (PGIRS, for its acronym in Spanish).
- Procedure for identification of hazards and environmental aspects and assessment of risks and impacts.
- PwC Ticket Purchase Policy.
- Legal requirements matrix.
- Matrix for identification of environmental aspects and impacts.
- Service delivery lifecycle model at PwC.
- Policy of the Integrated Management System for Occupational Safety and Health, Environment and Quality.

We offset 100% of emissions by air travel and electricity consumption.





We have increased the stringency of environmental criteria for supplier selection.

We maintain our Environmental Management System certified under ISO 14001:2015.



Milestones

^{46.} Information obtained from the ONU.

⁴⁷.Information obtained from the World Economic Forum website.

Our opportunities and risks related to climate change GRI 201-2

According to the World Economic Forum's Global Risks Report 2022, which tracks the risk perceptions of world leaders in business, government and civil society, "extreme weather" was found to be considered the risk most likely to become a critical global threat in the next two years⁴⁸. At PwC we are aware that the consequences of climate change could impact our value chain and that of our clients. Therefore, we identify the risk and opportunities associated. Therefore, we identify the risk and opportunities associated with climate change in order to address them:

Transition Risks

Technological risks

Substitution of existing infrastructure and technology that supports our operation, for alternatives that generate lower CO2 emissions.

Legal and regulatory risks

- Increase in emission taxes or in the cost of offsetting them.
- Increased legal obligations, including reporting for the generation of emissions.
- Creation of new regulations that may affect the performance of existing services.
- Increase in costs associated with meeting PwC Colombia's decarbonization goals aligned with PwC Global.

Market risks

- Increase in the cost of services and supplies for PwC's operation.
- Impact on our clients' willingness to pay as a result of the impacts of climate change on their business or on the economy in general.
- Increase in the cost of evaluating clients and suppliers to determine their possible negative impacts.
- Investments in climaterelated services that do not generate expected returns.

Reputational risks

Loss of talent, loss of clients and loss of brand value due to linkage with clients that generate negative environmental impacts.

Physical Risks

Acute Risks

- Disruption to business continuity and decreased productivity due to extreme weather events.
- Increase in the costs associated with the impact on the company's own, suppliers' or the country's infrastructure in general.
- Impact on our clients' willingness to pay as a result of climate change impacts on their physical facilities and operations.

Chronic Risks

- Impact on the physical and mental health of our employees, due to chronic changes in climate.
- Increase in the cost of services and supplies for PwC's operation.

Opportunities

- Development of new services and strengthening of existing services associated with the transition to a low-carbon economy, from a legal, technological, reputational and market point of view.
- Access to new markets associated with the transition to a low-carbon economy.
- Market recognition derived from the significant contribution to the climate agenda in Colombia and to the generation and dissemination of knowledge on the subject.
- Cost savings due to reduced consumption of resources (water, energy, supplies, among others).

^{48.} Information obtained from the World Economic Forum's Global Risks Report 2022 page



Net Zero 2030: our commitment to the future Own D.A.C.C. 1.

We recognize that the business community has a key role to play in achieving systemic change to reduce global warming. That is why, at a global level, we have made a science-based commitment to achieve zero net greenhouse gas (GHG) emissions by 2030, which includes four strategic axes:

Net Zero 2030



Clients

Supporting our clients in the transition to a Net Zero future.

We work with our customers to support their efforts to realize a net-zero emissions future for all.



Reduce 50% of our Greenhouse Gases (GHG) and use 100% of Renewable Energy in our operations.

We committed to reduce our greenhouse gas (GHG) emissions by 50% by 2030 and offset the remainder. In addition, our Net Zero commitment includes using 100% renewable energy by 2030 and investing in carbon elimination projects. Finally, we expect to offset 100% of the emissions generated by air travel and reduce air travel by 50%.





Promote collaboration and alliances between the public and private sectors to fulfill this commitment.

We continue our program of research and collaboration with companies, policy makers and NGOs to accelerate the transition to a low-carbon economy.

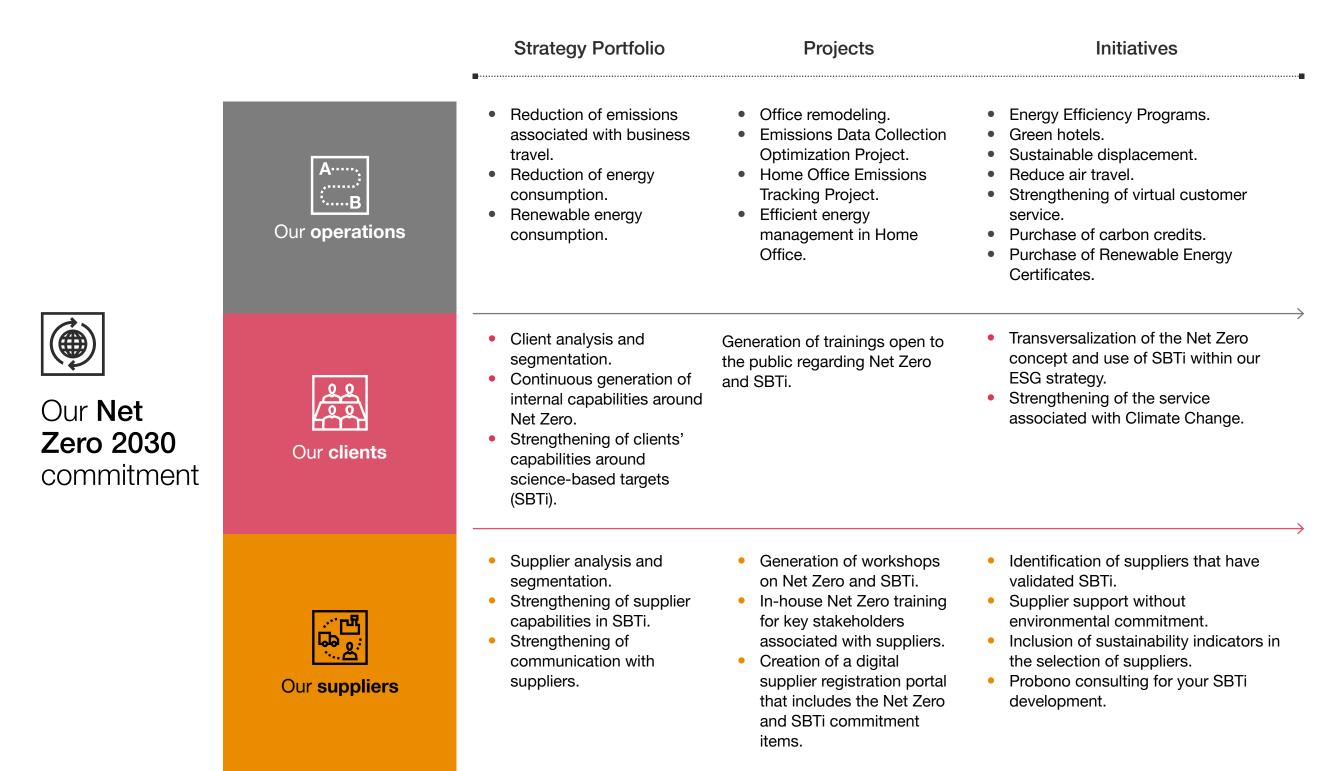
Supply chain



To achieve that 50% of suppliers establish Science **Based Targets** (SBTi) by 2025.

We engage with our key suppliers, encouraging and supporting them to reach Net Zero. We are committed that 50% of our global suppliers of goods and services, by emissions, have their own science-based targets (SBT) to reduce their climate impact by 2025.

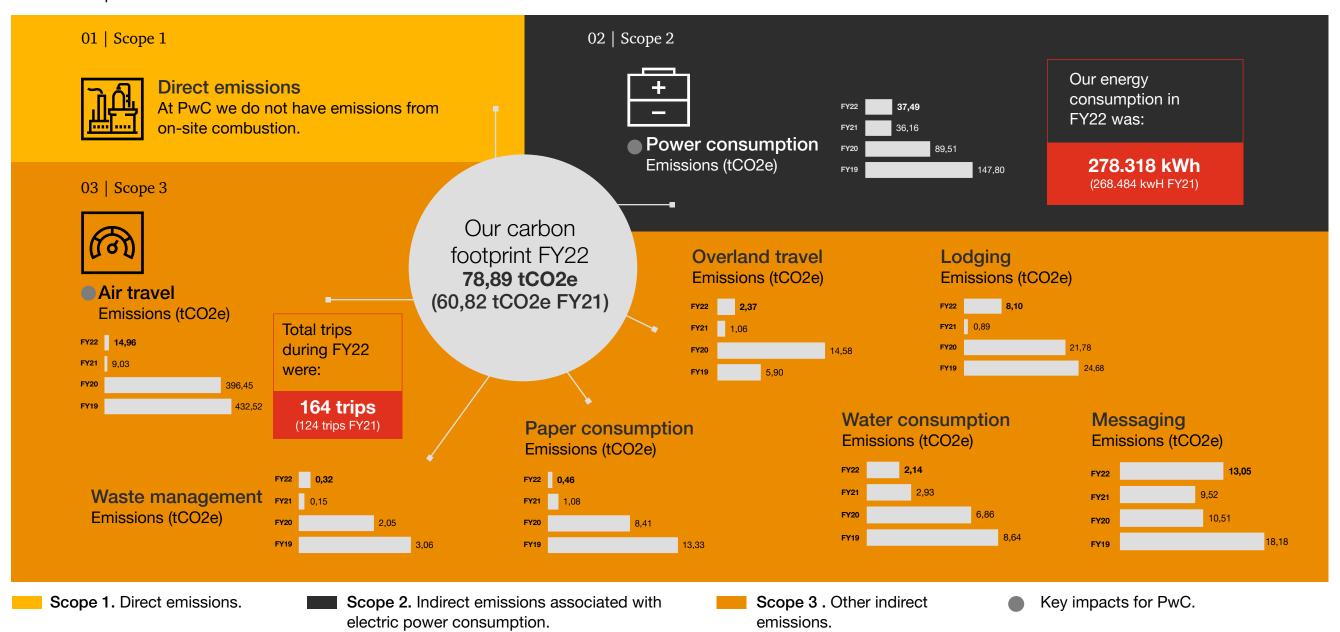
At PwC we want to be a proactive part of the solution to climate change, and we are committed to contributing to the construction of an economy that knows how to face this challenge. Within our Net Zero 2030 commitment, we have defined specific action plans that allow us to decarbonise our operations and accompany our clients and suppliers in the transition to a low carbon economy:



Our environmental impacts⁴⁹

GRI 305-5; Own D.A.C.C. 3; 4; 5; 6; 8; 10; 12.

To achieve our commitment to mitigate our environmental impact, at Pwc Colombia we have been quantifying and measuring our carbon footprint every year since FY17, also known as the **Greenhouse Gas Inventory**. The methodology selected for the development of the inventory quantification was based on the guidelines established by the Greenhouse Gas Protocol– A Corporate Accounting and Reporting Standard (GHG Protocol Corporate standard)⁵⁰ For the purposes of preparing this sustainability report, we defined our operational limits as follows⁵¹:



⁴⁹. The information expressed in this infographic was restated due to an alignment with the PwC Global Network methodology and the strengthening of our data collection and calculation systems.

^{50.} Standard developed by the World Resources Institute and the World Business Council for Sustainable Development, which is intended to provide requirements and guidance to companies and other organizations preparing a corporate-level GHG emissions inventory.

^{51.} For the calculation of our carbon footprint, FY19 was considered as the base year, in order to avoid anomalies derived from the pandemic.

Initiatives to manage our impacts

GRI 306-2, 306-5, Own D.A.C.C. 2.

Taking into account the different impacts of our operations, we have developed a series of environmental initiatives and campaigns to encourage our employees to use natural resources efficiently.

1. Electric power

Sustainable habits program - Vampire energy.

Promote the reduction of energy consumption generated from electronic devices that are left connected when they are not being used.

We offset 100% of our emissions associated with energy consumption.

Through the Chocó-Darién Rainforest Conservation, Colombia - REDD+ Project we offset 37 tCO2e.

2. Air travel

We updated our travel policy.

- In order to ensure that our employees travel when strictly necessary and thus reduce our emissions.
- We offset 100% of our emissions associated with air travel. During FY22 we offset 15 tCO2e.

3. Water consumption

Turn off the water, open your environmental awareness.

Encourage our employees to reduce water consumption when taking a shower, in line with the recommendations of the World Health Organization (WHO).

4. Paper consumption

Paper saving program

To reduce the amount of this resource used to the minimum possible. The paper we use for printing is made from renewable, recyclable and biodegradable fibers from certified forestry plantations.



We participated for the **third consecutive** year in the Bogotá Green Race, organized by Fundación Natura and accredited as the only zero carbon race in the country.

We have **100 PwC representatives** and three trees will be planted for each runner. All our sites have ecological points, adapted according to current legal regulations, and containers for the final disposal of waste with biological material.

We have a course on "Identification, handling and disposal of waste" which aims to train our employees on the importance of correctly identifying and separating solid waste.

The waste we generate is managed by a third party that carries out the correct treatment and disposal of waste with biological and hazardous material derived from cleaning and disinfection.

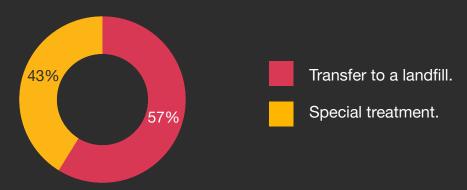
Waste electrical and electronic equipment (WEEE) is donated to projects with a social focus. This waste is treated and delivered by a foundation that has different social impact projects.



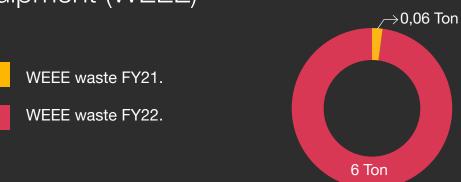
Total waste generated



Types of waste disposal



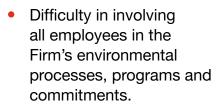
Waste from electrical and electronic equipment (WEEE)



	Indicator	Goal FY22	Result FY22	Goal FY23
	Reduction of GHG emissions.	16% reduction compared to FY19.	 88% reduction compared to FY19. 	25% reduction compared to FY19.
Indicators and goals	Tons of CO2 emitted from solid waste disposal.	≤ 3 tCO2e		≤ 3 tCO2e
In order to measure the progress and effectiveness of the measures implemented to promote environmental performance and mitigate climate change, PwC has	Tons of CO2 emitted by electricity consumption.	≤ 73 tCO2e		≤ 73 tCO2e
defined the following goals:	Tons of CO2 emitted by air travel.	≤ 442 tCO2e	✓ 14,96 tCO2e	≤ 442 tCO2e
	Tons of CO2 emitted by consumption and disposal of water.	≤ 10 tCO2e	≥ 2,14 tCO2e	≤ 10 tCO2e
	Tons of CO2 emitted by paper consumption.	≤ 11,5 tCO2e	Ø 0,46 tCO2e	≤ 11,5 tCO2e

Challenges







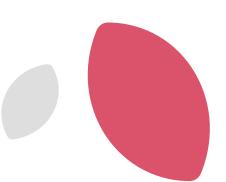
- Absence of local suppliers with science-based targets (SBTi) and potential loss of valuable suppliers that do not meet the requirements associated with SBTi.
- Low supply of environmentally friendly goods and services from our suppliers, which limits the transition to Net Zero.



Lack of speed of reaction and adaptation to the dynamics generated by climate change that prevent the fulfillment of the Net Zero commitment.

Challenges and opportunities

Considering the information reflected in this chapter, as well as international standards and trends related to environmental performance and climate change, we recognize the following challenges and opportunities for our Firm:



Opportunities



Work in conjunction with the PwC Global Network to publicize initiatives in this area and share best practices.



Take advantage of the transition to a low-carbon economy, to develop new business models.



Increase of competitive advantages over other companies in the same sector, thanks to the change in the preferences of clients or potential clients towards a sustainable economy.



Create shared value with our clients and suppliers to reduce environmental impact and carbon footprint.



Achieve economic savings by reducing costs associated with water, energy and paper consumption as a result of ecoefficiency programs.



Strengthen data collection and management controls for the calculation of the Firm's carbon footprint.



GRI Standard /				Omissions				
Own indicator	Indicator	Location / Direct response	Omitted requirements	Reason	Explanation	OD	S	
General contents								
	2-1: Organizational details	See chapter 1.1 About us						
	2-2: Entities included in sustainability reporting							
	2-3: Reporting period, frequency and contact point	See chapter 1.3 About this report						
	2-4: Updating of information	The information presented for our environmental impacts was restated to align with the PwC Global Network methodology and to strengthen our information quality systems.						
	2-5: External verification	This report was not subject to external verification.						
	2-6: Activities, value chain and other business relationships	See chapter 1.1 About us						
	2-7: Employees	Can about a 1 Human talant				05.100	8 ECON HOW AND 10 NOWARD 1	
GRI 2: General	2-8: Non-employee workers	See chapter 4.1 Human talent				8.5 ; 10.3	8 Historic cont. 10 minutes	
Contents 2021	2-9: Governance structure and composition					5.5 ; 16.7	5 man 16 nomen 16 nom	
	2-10: Appointment and selection of the highest governance body					5.5 ; 16.7	5 mm 16 mm 16 mm 16 mm 16 mm 16 mm 17 mm 1	
	2-11: Chairman of the highest governing body	See chapter 2.1 Corporate governance				16.6	16 NOTATION	
	2-12: Role of the highest governance body in overseeing impact management							
	2-13: Delegation of responsibility for impact management							
	2-14: Role of the highest governance body in sustainability reporting	See chapter 1.3 About this report						
	2-15: Conflicts of interest	See chapter 2.2 Trust, Integrity and Transparency				16.6	16 ************************************	

GRI Standard /		Location / Direct response		Omissions			
Own indicator	Indicator		Omitted requirements	Reason	Explanation	ODS	S
	2-16: Communication of critical concerns		•				
	2-17: Collective knowledge of the highest governance body2-18: Performance evaluation of the highest governance body	See chapter 2.1 Corporate governance				16.7	16 Williams
	2-19: Compensation policies	See chapter 4.1 Human talent					
	2-20: Process for determining compensation	See Chapter 4.1 Human talent					
GRI 2: General Contents 2021	2-21: Total annual compensation ratio		2-21	Confidential information	This is sensitive information for the market competitiveness of our industry. The application of standards for estimating competitive trade-offs is warranted.		
	2-22: Sustainable Development Strategy Statement	See chapter 0. Letter from the senior partner					
	2-23: Commitments and policies2-24: Incorporation of commitments and policies	See chapter 2.2 Trust, Integrity and Transparency				16.6	16 NAMES
	2-25: Processes to remediate negative impacts	See indicator 3-3 of material issues					
	2-26: Mechanisms for seeking advice and raising concerns	See chapter 2.2 Trust, Integrity and Transparency				16.3	16 MARKETON
	2-27: Compliance with laws and regulations	See chapter 2.3 Laws and regulations				16.3 ; 16.6	16 NE MARIO
	2-28: Membership in associations	See chapter 1.1 About us					
	2-29: Approach to stakeholder engagement	See chapter 1.3 About this report					
	2-30: Collective bargaining agreements	PwC Colombia does not have collective bargaining agreements.				8.8	8 more was no

GRI Standard /				Omissions			
Own indicator	Indicator	Location / Direct response	Omitted requirements	Reason	Explanation	OD	S
Material Topics							
GRI 3: Material Subject 2021	3-1: Process for determining the material issues3-2: List of material items	See chapter 1.3 About this report					
Trust, Integrity ar	nd Transparency						
GRI 3: Material subject 2021	3-3: Management of material issues	See chapter 2.2 Trust, Integrity and Transparency					
GRI 205: Anticorruption 2016	205-2: Communication and training on anti- corruption policies and procedures 205-3: Confirmed cases of corruption and actions taken	See chapter 2.2 Trust, Integrity and Transparency				16.5 16.5	16 ************************************
Own indicators	G.E.2: Percentage of compliance with e-learning course Combatting Corruption and Money Laundering G.E.3: Total Client Due Diligence processes performed G.E.4: Total Advanced Due Diligence Processes - AML	See chapter 2.2 Trust, Integrity and Transparency				16.5 ; 16.6 16.5	16 ************************************
	G.E.6: Annual costs associated with CDD and DDA preparation					16.5	16 Prince
Laws and regulat	tions						
GRI 3: Material subject 2021	3-3: Management of material issues	See chapter 2.3 Laws and regulations					
Own indicators	G.E.5: Supervision and management of the laws and regulations	See chapter 2.3 Laws and regulations					
Economic perfor	mance						
GRI 3: Material subject 2021	3-3: Management of material issues	See chapter 3.1 Economic performance					
GRI 201: Economic performance 2016	201-1: Direct economic value generated and distributed	See chapter 3.1 Economic performance				8.1 ; 8.2 ; 9.1 ; 9.4 ; 9.5	8 minutes ************************************

Own indicators	N.N.1: Share of total revenues by industry	See chapter 3.1 Economic performance					
GRI Standard / Own indicator	Indicator	Location / Direct response	Omitted	Omissions Reason	Explanation	OI	DS .
			requirements	11000011	Explanation		
Excellence and c	· · · ·						
GRI 3: Material subject 2021	3-3: Management of material issues	See chapter 3.2 Excellence and quality of service					
	N.N.3: Client Loyalty Index					8.2 ; 9.5	8 HOSH SWIN AND SWIN
Own indicators	N.N.7: Excellence and quality of service Standards N.N.8: Opening of new services	See chapter 3.2 Excellence and quality of service				8.2	8 months
	N.N.9: Awards and recognitions					4.4	4 meri
Innovation and d	ligital transformation						
GRI 3: Material subject 2021	3-3: Management of material issues	See chapter 3.3 Innovation and digital transformation					
	N.N.11: Investment in innovation					8.2 ; 9.5	8 HONE AND AND SHARE SHA
	N.N.12: Digital solutions portfolio					8.2	8 HOSE WAS NO.
Own indicators	N.N.13: Percentage of employees who completed the Digital Quests N.N.14: Total number of hours of digital training per year per employee N.N.15: Number of beneficiaries of Innovation and digital transformation programs guided by the Firm	See chapter 3.3 Innovation and digital transformation				4.4	4 85.
Information secu	rity and cybersecurity						
GRI 3: Material subject 2021	3-3: Management of material issues	See chapter 3.4 Information security and cybersecurity					
GRI 418: Client privacy 2016	418-1: substantiated complaints regarding violations of client privacy and loss of client data	See chapter 3.4 Information security and cybersecurity				16.3 ; 16.10	10 ************************************

GRI Standard /			(Omissions			
Own indicator	Indicator	Location / Direct response	Omitted requirements	Reason	Explanation	OD	S
Own indicators	N.N.16: Policies, processes and practices related to data security N.N.17: Information security and cybersecurity standards N.N.18: Digital security budget	See chapter 3.4 Information security and cybersecurity					
	N.N.19: Budget for digital security N.N.20: Percentage of employees trained in NDPP						
Human talent							
GRI 3: Material subject 2021	3-3: Management of material issues	See chapter 4.1 Human talent					
GRI 401: Employ 2016	401-1: New employee hires and staff turnover 401-3: Parental leave	See chapter 4.1 Human talent				4.5;5.1; 8.5;8.6 5.1;8.5	5 mm. 8 mineral and a mineral
GRI 403: Occupational health and safety 2018	403-1: Occupational health and safety management system 403-2: Hazard identification, risk assessment and incident investigation 403-6: Promotion of workers' health 403-8: Coverage of the occupational health and safety management system 403-10: Occupational diseases and illnesses	See chapter 4.1 Human talent				8.8 3.3 ; 3.9 ; 8.8 8.8 8.8	8 HILLER HOLLER 10 HILLE
GRI 404: Training and education 2016	404-1: Average hours of training per year per employee 404-2: Programs to improve employee skills and transition assistance programs 404-3: Percentage of employees receiving regular performance and professional development evaluations	See chapter 4.1 Human talent				4.4; 4.5; 5.1; 8.2; 8.5; 10.3 4.4; 8.2; 8.5 5.1; 8.5; 10.3	

GRI Standard /			Omissions				
Own indicator	Indicator	Location / Direct response	Omitted requirements	Reason	Explanation	ODS	S
GRI 201: Economic performance 2016	201-2: Financial implications and other risks and opportunities arising from climate change	See chapter 5.2 Environmental performance and climate change	iii. The financial implications of the risk or opportunity before taking action; iv. The methods used to manage the risk or opportunity; v. The costs of the actions taken to manage the risk or opportunity.	Information not available or incomplete	The information will be completed for the FY23 sustainability report.		
GRI 303: Agua y efluentes 2018	303-1: Interaction with water as a shared resource	At our offices, water service is obtained from the water and sewage service providers at each location, and is used for cleaning, disinfection and human consumption. Once consumed, the water is discharged into the sewage networks of each city. The impacts related to water were identified based on the calculation of our carbon footprint and the environmental impacts we generate from our consumption and disposal.				13.1	13 terms
GRI 305: Emissions 2016	305-5: Reduction of GHG emissions	See chapter 5.2 Environmental performance and climate change				13.1	13 3888
GRI 306: Waste 2020	306-2: Management of significant wasterelated impacts 306-5: Waste for disposal	See chapter 5.2 Environmental performance and climate change				3.9 ; 12.4 ; 12.5	3 manage 12 manage 2

GRI Standard /			Omissions				
Own indicator	Indicator	Location / Direct response	Omitted requirements	Reason	Explanation	OD	S
	D.A.C.C. 1: Decarbonization plan					13.1	13 times
	D.A.C.C. 2: Total usable and ordinary wastes generated D.A.C.C. 3: TCO2 emitted by disposal of solid waste					13.1	13 ::::::
	D.A.C.C. 4: Total energy consumption						
	D.A.C.C. 5: TCO2 emitted from electricity consumption					13.1	13 stees
Own indicators	D.A.C.C. 6: Number of trips per air travel	See chapter 5.2 Environmental					
Own indicators	D.A.C.C. 7: Distance traveled in km by air travel	performance and climate change					
	D.A.C.C. 8: TCO2 emitted by air travel					13.1	13 Emil
	D.A.C.C. 9: Total water consumption						
	D.A.C.C. 10: TCO2 emitted by consumption and disposal of water					13.1	13 mm
	D.A.C.C. 11: Total paper consumption					6.4;8.4; 12.2	8 NON SOR AND 12 NOTION OF THE PROPERTY OF THE
	D.A.C.C. 12: TCO2 emitted by paper consumption						
Non-material iter	ns						
Social developme	ent						
GRI 204: Procurement practices 2016	204-1: Proportion of spending on local suppliers	See chapter 5.1 Social development				8.3	8 100000000
GRI 414: Social evaluation of suppliers 2016	414-1: New suppliers who have passed selection filters in accordance with social criteria	See chapter 5.1 Social development				8.8	8 HOLESHAN

GRI Standard /				Omissions			
Own indicator	Indicator	Location / Direct response	Omitted requirements	Reason	Explanation	OD	OS
	Com.1: Employee participation in corporate volunteering activities						
	Com.2: Investment of effective working hours in corporate volunteer activities	See chapter 5.1 Social development					
Own indicators	Com.3: Financial contribution equivalent to the hours invested in corporate volunteer programs.						
	Com.4: Total beneficiaries (figure extracted from this indicator)						
	Com.4: Number of beneficiaries of Corporate Responsibility programs and activities						
	Com.5: Percentage of local suppliers hired					8.3 ; 9.3	8 1000 100 100



Sustainability Report FY22

PwC Colombia

FY22



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